



Teap.

Everyone deserves a little couch-time.

Monthly Wellness Seminar

Accountability & Follow-Through

Soft Skills That Build Trust and Reliability

Presented by

Juan Cooper, PhD, LPC, PSC



About Your Presenter

Juan Cooper, PhD, LPC, PSC

- Managing Associate and Financial Professional.
- Former educator and administrator.
- Passionate about mentoring and empowering others.
- Provides strategic, holistic financial guidance.
- Committed to lasting impact and legacy building.

Why This Matters



- Strong soft skills help employees build trust and credibility
- Clear communication reduces stress and confusion
- Reliable systems reduce overwhelm and burnout
- 80% of employees report workplace stress

Why Are We Here?



Psychology behind procrastination and avoidance



Why accountability matters in the workplace



How stress impacts follow through



Tools and systems that improve accountability



Communication strategies that strengthen trust



Case study and reflection activity

POLL #1

What most commonly impacts your follow through at work?

1. Competing priorities

2. Stress or overwhelm

3. Procrastination

4. Fear of mistakes

5. Communication overload

Understanding Accountability

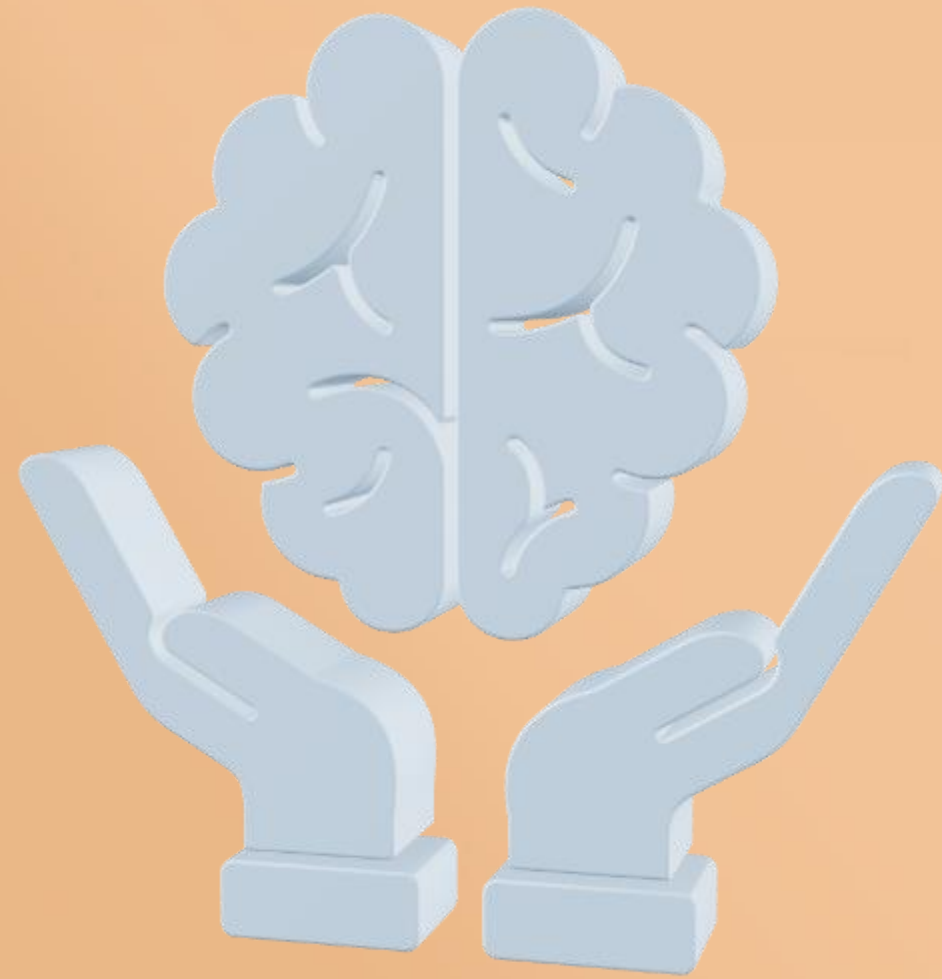
Accountability is:

- Taking ownership of responsibilities
- Communicating proactively
- Addressing problems early
- Rebuilding confidence & trust through consistency
- Owning mistakes and learning from them

Accountability is NOT:

- Perfection
- Never making mistakes
- Overworking or sacrificing your well-being
- Handling everything alone
- Being afraid to ask for help

The Psychology of Avoidance



Why People Avoid Tasks...

- Anxiety or fear of disappointing others
- Mental overload and decision fatigue
- Perfectionism
- Fear of conflict or criticism
- Difficulty prioritizing tasks

The Avoidance Cycle

Task Feels Overwhelming

Stress, Executive Functioning & Follow Through

Chronic Stress Impacts:

- Concentration & Memory
- Organization & Planning
- Communication & Responsiveness
- Task initiation & Motivation
- Emotional Regulation

Executive Functioning Skills:

- Task Prioritization
- Time Management
- Following Through
- Problem Solving Abilities
- Self-Regulation

POLL #2

Which area do you struggle with the most?

1. Prioritization

2. Time management

3. Responding to communication

4. Staying organized

5. Asking for help early

Communication Builds Trust



Accountability Requires Communication

- Respond early, even without a full solution
- Clarify expectations and deadlines
- Ask questions instead of assuming
- Provide updates before problems escalate
- Communicate barriers proactively

Systems Reduce Stress

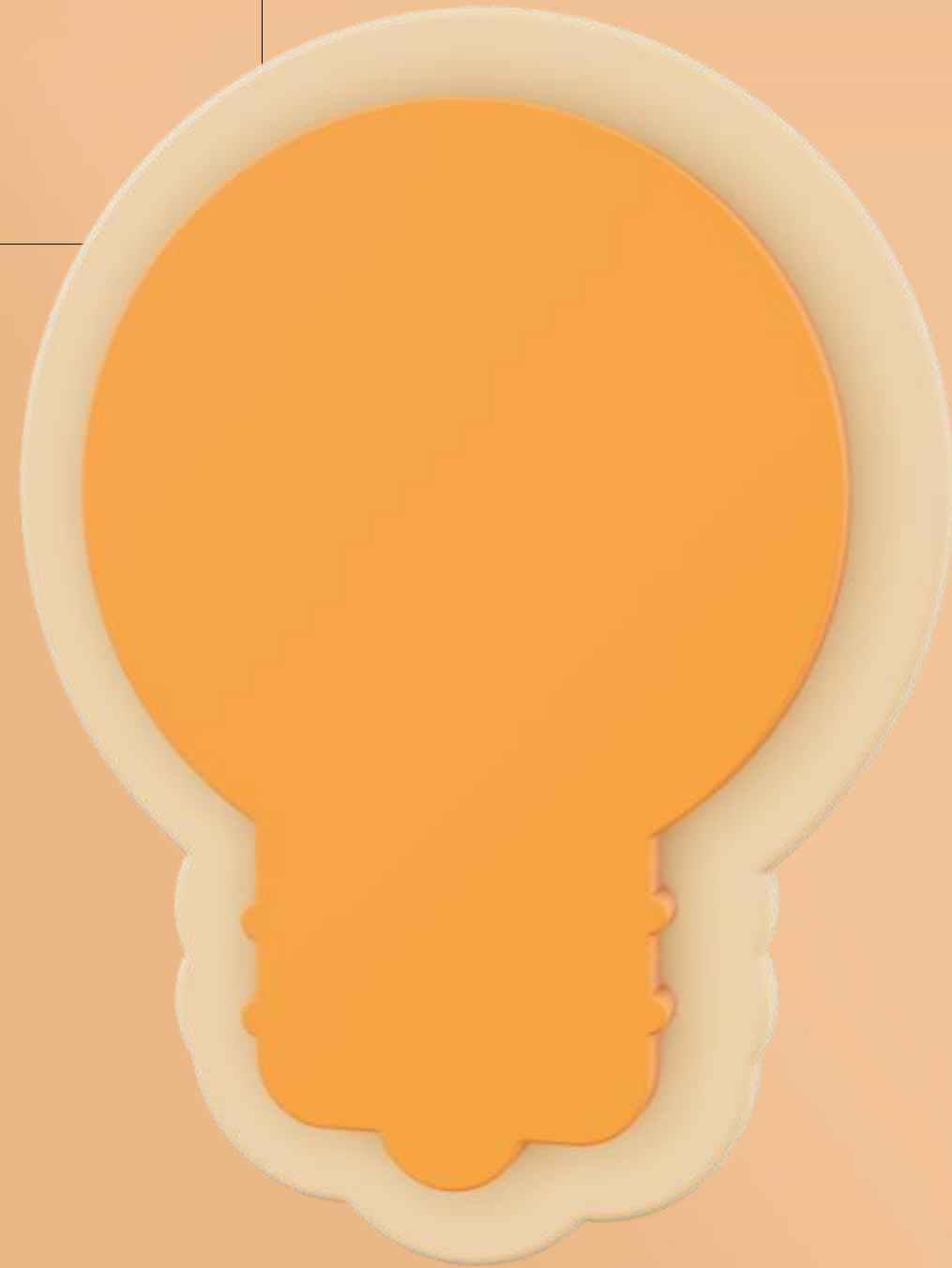
Reliability Is Built Through Systems

Helpful Tools:

- Calendar Reminders
- Time Blocking
- Prioritization Lists
- Accountability Partners
- Email Organization Systems
- Breaking Tasks Into Small Steps

So Why Do Systems Matter...?

The brain handles stress better when tasks feel structured, visible, and manageable.



Case Study:

Jordan's Challenge

“I Was Going to Respond Tomorrow”

Jordan has fallen behind at work after several busy weeks. She avoids responding to emails because she feels overwhelmed and embarrassed about delays. Over time, coworkers stop receiving updates and the supervisor becomes concerned about reliability.

Discussion Questions:

- What may have contributed to Jordan's avoidance?
- What could have been communicated earlier?
- How might stress have impacted follow through?
- What systems or supports may have helped?
- How can workplace trust be repaired?

Repairing Trust Professionally



Accountability In Practice:

- Acknowledge the issue directly
- Avoid defensiveness or over explaining
- Take ownership
- Communicate next steps clearly
- Follow through consistently moving forward

Helpful Language:

- “I want to acknowledge the delay.”
- “Here’s my updated timeline.”
- “Thank you for your patience.”
- “Here’s what I’m doing moving forward.”

POLL #3

Which strategy would most improve your follow through?

1. Better organization systems
2. Earlier communication
3. Stress management tools
4. Improved boundaries

Reflection Activity



Key Takeaways



Follow through improves when expectations and communication are clear



Reliability is built through consistency and systems, not perfection



Stress and overwhelm directly impact communication and productivity



Addressing concerns early builds more trust than avoiding them



Accountability includes ownership, communication, and repair

THANK YOU...

for joining us today, we look forward to seeing you the next time!



drjc38@gmail.com

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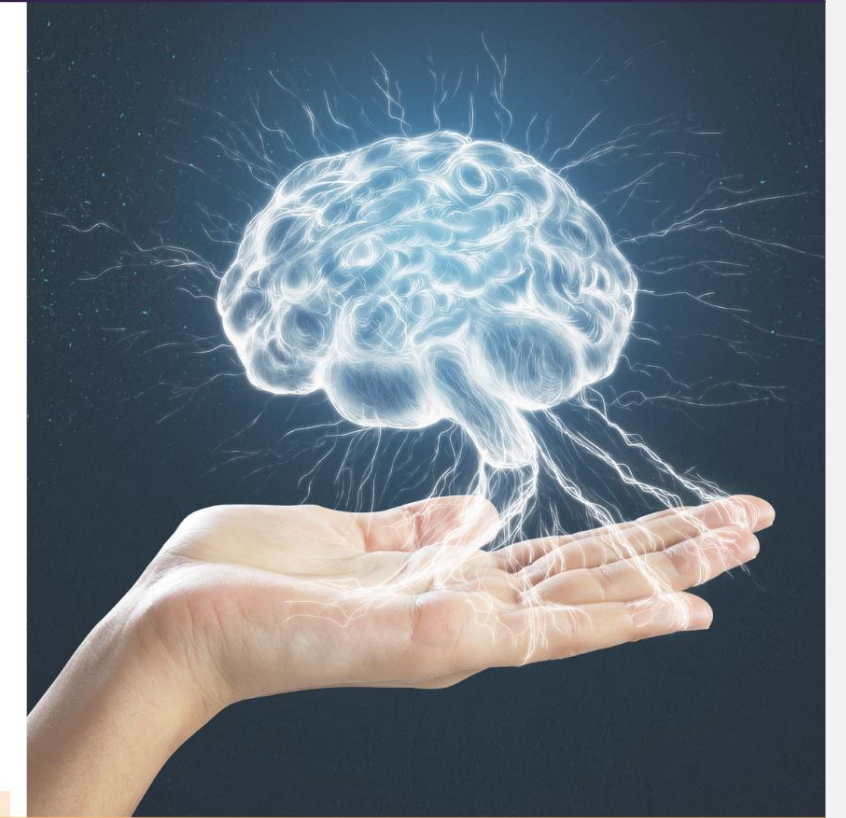
EAP Benefit Spotlight

Resources For Total Wellbeing

COMPUTERIZED COGNITIVE BEHAVIORAL THERAPY

KEY BENEFITS OF THE CCBT PROGRAM INCLUDE:

- An alternative way of receiving counseling, ideal for people used to accessing services online.
- Effective for mild to moderate levels of stress, anxiety and depression.
- Helps to improve quality of life, both in and away from the workplace.



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* Prior to accessing cCBT, an assessment is made to ensure clinical appropriateness. In some cases, short-term face-to-face or telephone counseling, or other support/resource options may be more appropriate.

TOLL-FREE: 866-212-6096

WEBSITE: <https://neelyeap.helpwhereyouare.com>

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ACCOUNTABILITY & FOLLOW-THROUGH:

SOFT SKILLS THAT BUILD TRUST AND RELIABILITY

Accountability Looks Like...

- **Taking ownership of responsibilities:** "I haven't finished this task yet, but I'm 75% complete and expect to have it done tomorrow afternoon."
- **Communicating proactively:** "I wanted to let you know I'm waiting on information from another department, which may impact the timeline."
- **Addressing problems early:** "I'm currently managing three competing priorities. Can we discuss which should take precedence?"
- **Following through consistently:** "I committed to having this completed by Friday, and I've stayed on track to meet that commitment."
- **Learning from mistakes:** "I made an error in the spreadsheet. I've corrected it and put a review process in place moving forward."

Accountability Is NOT...

- Handling everything alone
- Being afraid to ask for help
- Avoiding difficult conversations
- Perfection
- Never making mistakes
- Working yourself into burnout

REFLECTION QUESTIONS & BREAKING THE CYCLE



Reflection Questions

- **My biggest obstacle to follow-through is?** Think about a discussion that could improve communication, resolve an issue, or strengthen a relationship if addressed directly.
- **One conversation I've been avoiding?** Consider a behavior that would help you become more reliable, such as responding sooner, meeting deadlines, asking for help, or providing updates.
- **One accountability habit I want to improve?** Consider a behavior that would help you become more reliable, such as responding sooner, meeting deadlines, asking for help, or providing updates.
- **One system I will implement this week?** Choose a tool, routine, or strategy that can help you stay organized and consistent, such as calendar reminders, time blocking, task lists, or accountability check-ins.



Breaking The Cycle

- **Step 1: Acknowledge the Task** - "What am I avoiding?"
- **Step 2: Reduce the Size** - "What is the smallest action I can take?"
- **Step 3: Communicate** - "Who needs an update?"
- **Step 4: Create a Plan** - "What is my next deadline?"
- **Step 5: Follow Through** - "What system will help me remember?"

"It's not the work that's special, it's **YOU** that's special. So if you're not at your best, you're minimizing the quality of what you can produce."

— Juan Cooper, PhD, LPC, PSC

