



accountabili-buddy

CLARITY. COMMITMENT. FOLLOW THROUGH.



REFERENCE
SHEETS

REFERENCE SHEET 16

MISSED CHECK-IN / NON-RESPONSE PROTOCOL

PURPOSE

A missed reply to an accountability check-in is relevant information, but it does not establish why the client did not respond or whether the underlying commitment was completed.

The Accountabili-Buddy should respond to non-response in a way that maintains continuity without chasing the client, inventing explanations, or assuming responsibility for the client's participation.

The central distinction is:

A missed check-in is not automatically a missed commitment.

FIRST NON-RESPONSE

When the Accountabili-Buddy sends an agreed check-in and the client does not respond:

1. Treat the non-response as an observable event.
2. Do not assign a cause.
3. If timing reasonably allows, send **one brief follow-up later that same day.**
4. After that follow-up, stop pursuing the response.

Example:

"Checking back in on today's accountability check-in. Let me know how the commitment went when you get a chance."

The purpose of the follow-up is to reopen the accountability exchange, not to pressure the client into participating.

WHAT NON-RESPONSE DOES NOT ESTABLISH

A missed reply does not by itself establish that the client:

- Failed to complete the commitment
- Forgot the commitment
- Is avoiding accountability
- Is embarrassed about a miss
- Has lost interest in the goal
- Is disengaging from the accountability process
- Is unwilling to participate

Any of these may eventually become relevant formulations.

None should be treated as established without supporting evidence.

Silence is evidence of non-response. It is not evidence of its cause.

DO NOT CHASE

After the scheduled check-in and one reasonable follow-up, the Accountabili-Buddy should not continue sending messages simply to obtain a response.

Avoid:

"Just checking again."

"Still waiting to hear from you."

"Did you see my messages?"

"Please respond."

"Are you going to check in today?"

Repeated pursuit can gradually transfer responsibility for participation from the client to the Accountabili-Buddy.

The Accountabili-Buddy is responsible for **providing the agreed accountability contact reliably**.

The client is responsible for **participating in that accountability process**.

Accountability does not require the Accountabili-Buddy to make the client participate.

IF TIMING DOES NOT REASONABLY ALLOW A FOLLOW-UP

The same-day follow-up is not an obligation regardless of circumstances.

If the check-in occurs late enough that another message would amount to unnecessary pursuit, the Accountabili-Buddy may leave the exchange there and address the missed response at the next scheduled check-in.

The principle is:

One reasonable follow-up when timing allows, not one mandatory additional message in every circumstance.

AT THE NEXT SCHEDULED CHECK-IN

Do not simply begin the next accountability period as though the previous exchange did not occur.

Address the missed check-in factually.

Example:

"I didn't hear back from you on our last check-in. Before we move on, what happened with the commitment and the missed check-in?"

Two separate questions may need to be resolved:

1. What happened with the commitment?

2. What happened with participation in the check-in?

Do not answer one question with assumptions about the other.

COMMITMENT COMPLETION AND CHECK-IN PARTICIPATION ARE SEPARATE

A client may:

- Complete the commitment and respond to the check-in
- Miss the commitment and respond to the check-in
- Complete the commitment and fail to respond to the check-in
- Miss the commitment and fail to respond to the check-in

These are different accountability outcomes.

Example:

Client:

"Sorry I never answered. I actually finished all three sessions."

Accurate Accounting:

Commitment: Completed.

Check-in Participation: Missed.

Do not record the commitment as missed merely because the client failed to report it at the scheduled time.

Likewise, completion of the commitment does not erase the missed participation if check-in participation itself is becoming relevant to the accountability process.

EVENT VS. PATTERN

One missed check-in is an event.

It should not automatically trigger a deeper formulation or major process change.

Repeated missed check-ins may become a pattern.

When non-response repeats, the relevant question changes from:

“Why didn’t the client answer this check-in?”

to:

“What may be contributing to repeated non-participation in the accountability process?”

Relevant areas to examine may include:

- Whether the agreed check-in structure is workable
- Whether the client is forgetting to respond
- Whether non-response occurs selectively after missed commitments
- Whether participation in accountability remains an active client priority
- Whether the client has begun waiting for additional follow-up before responding
- Whether the Accountabili-Buddy’s own pursuit has begun contributing to that pattern

The purpose of this review is to understand and correct the accountability process.

It is **not** a reason to increase pursuit automatically.

WHEN THE ACCOUNTABILI-BUDDY CONTRIBUTES TO THE PATTERN

Repeated follow-up can become part of the problem.

Example:

The client repeatedly does not respond to the scheduled check-in.

The Accountabili-Buddy sends a second message.

Then a third.

Then another.

The client eventually responds.

Over time, the client may learn:

The first check-in does not require action because additional contact is likely to follow.

The Accountabili-Buddy's persistence has unintentionally become the cue for participation.

If the client says:

"Just keep texting me until I answer,"

the Accountabili-Buddy should not automatically accept that arrangement.

A strong response may be:

"We've had several check-ins where you haven't responded until I've sent additional messages. I don't want repeated follow-up to become what makes the check-in happen. I'll continue sending the agreed check-in, and I need you to take responsibility for responding to it."

The objective is not withdrawal of accountability.

It is restoration of appropriate responsibility.

DO NOT OVERCORRECT INTO PASSIVITY

Avoiding pursuit does not mean ignoring non-response.

Weak accountability can occur in both directions:

Over-Pursuit:

The Accountabili-Buddy repeatedly messages until the client responds.

Passivity:

The Accountabili-Buddy says nothing about repeated missed check-ins and simply continues sending new ones.

The appropriate middle position is:

Provide the agreed check-in reliably. Follow up once when reasonable. Stop pursuing. Address missed participation directly when necessary.

DOCUMENTATION

Retain factual information relevant to future accountability.

Appropriate:

"Scheduled Friday check-in sent. No response. One follow-up sent later that day. No response."

If the client later reports completion:

"Client later reported all three sessions completed. Commitment completed; scheduled check-in was missed."

Avoid:

"Client avoided check-in because they were embarrassed about failing."

unless subsequent evidence actually establishes that explanation.

Documentation should preserve the same distinction required in the conversation:

Observation is not interpretation.

QUICK DECISION GUIDE

Client has not replied to scheduled check-in.

→ Is there reasonable time for a same-day follow-up?

YES: Send one brief follow-up.

NO: Do not manufacture another contact merely to satisfy a rule.

→ Still no response after the reasonable follow-up?

STOP. Do not chase.

→ Next scheduled check-in arrives?

Address the prior non-response before simply moving forward.

→ Client reports the commitment was completed?

Record completion accurately. Treat the missed check-in separately.

→ Non-response begins repeating?

Review the accountability process.

→ Accountabili-Buddy has begun sending repeated follow-ups until the client responds?

Reduce Accountabili-Buddy pursuit and restore client responsibility for participation.

CENTRAL RULE

One scheduled check-in.

One reasonable follow-up when timing allows.

No chasing.

Do not confuse non-response with non-completion.

Repeated non-response becomes an accountability-process issue to address.

ACCOUNTABILI-BUDDY CHECK

Before responding to a missed check-in, ask:

What do I actually know?

What am I tempted to assume?

Has one reasonable follow-up already occurred?

Am I maintaining accountability, or am I beginning to pursue the client?

Do I know what happened with the commitment itself?

Is this one event, or is there now a meaningful pattern?

Is my own pursuit contributing to that pattern?

Whose responsibility am I currently carrying?

CORE PRINCIPLE

The Accountabili-Buddy provides reliable accountability.

The client remains responsible for participating in it.

A missed reply should be **noticed, followed up appropriately, retained accurately, and addressed when necessary, without being chased, overinterpreted, or confused with the outcome of the commitment itself.**