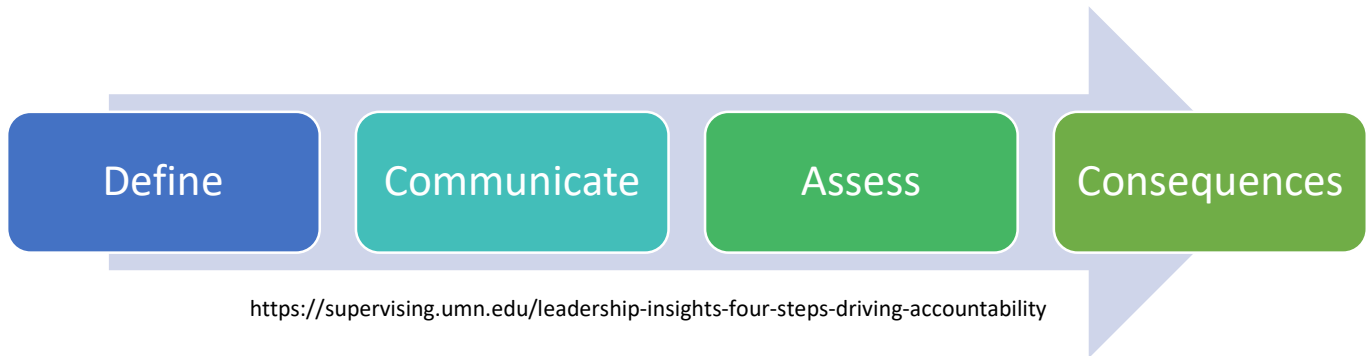


Be Accountable for Accountability



Define

Define Clearly: What does success look like?

- Task Description: Is the desired outcome/behavior clearly defined?
- Skills: What is the full range of skills needed?
- Information: What do *they* need to be successful?
- Follow up: How/When will you follow up?

Communicate

Communicate Effectively: How will you communicate your expectations and consequences? How will you ensure understanding?

- Reflective Listening:
- Reverse Reflective Listening:

Assess

Assess Routinely: How/when will you assess progress? How will you track deliverables?

Consequences

Apply Consequences: How will you apply consequences?

Positive Consequences:

- Feedback
- Pat on the back
- Group shoutout
- Celebration party
- Career coaching
- Reward
- Bonus
- Promotion

Negative Consequences:

- Feedback
- Coaching
- Correcting
- Peer Pressure
- Revise the task
- Difficult discussion
- HR action

Accountability Ladder

**Career Impact
(9-10)**

**Financial Impact
(7-8)**

**Cultural Pressure
(4-6)**

Peer Pressure (1-3)

No Pressure



Positive	Negative
Career Impact	
Financial Impact	
Cultural Pressure	
Peer Pressure	
No Pressure	

Accountability Assessment

Define Clearly

1. Do you clearly define the goals, responsibilities, and consequences for each assignment, behavior, or outcome?

Uhh, not so much.....Yes! All the time
1 3 5

2. Do you ensure the full range of skills, information, resources, coaching and support are available?

Uhh, not so much.....Yes! All the time
1 3 5

Communicate Effectively

3. Are you clearly and consistently communicating your expectations and consequences?

Uhh, not so much.....Yes! All the time
1 3 5

4. Have you clarified expectations for due dates, milestones, check-ins or other feedback?

Uhh, not so much.....Yes! All the time
1 3 5

5. Do you confirm *their* understanding of expectations and consequences through reverse reflective listening?

Uhh, not so much.....Yes! All the time
1 3 5

Assess Routinely

6. Are you following through to assess that your expectations are being met?

Uhh, not so much.....Yes! All the time
1 3 5

7. Are you diligently tracking deliverables and other expectations?

Uhh, not so much.....Yes! All the time
1 3 5

Apply Consequences

8. Are you consistently rewarding or acknowledging staff when expectations are met?

Uhh, not so much.....Yes! All the time
1 3 5

9. Are you consistently calling out staff when expectations are not met?

Uhh, not so much.....Yes! All the time
1 3 5