



Manager Essentials Leadership-Development Program

Accountability



Manager Essentials Virtual Cohort 1

Pre-Self Assessment & DISC

Post-Self Assessment



Between Sessions: application exercises, accountability partner connection, follow-up, and reminders

Icebreaker

You get to write one rule that everyone in the workplace must follow.

What's yours?



Today's Objectives



- Understand the connections among trust, accountability & ownership on your team
- Use conversations to drive accountability and optimize results on your team for yourself and within your team.

Recapping Survey Results

I deliver ongoing feedback to recognize desired behaviors and constructively redirect undesirable behaviors.

3.5

Homework Check-In

- Plot your team members on the DiSC wheel (in handout), and answer the questions about gaps, strengths, and tensions.
- Complete the Action Plan for Success in your handouts.
- Watch The Golden Rule Goes Platinum (Angela McMillan/TedX)
- Meet with your accountability partner to discuss the following questions :
 - What actions are you planning to adapt communication to someone else's DiSC style?
 - What obstacles are you planning ahead for?
 - How did insights from Angela McMillan's TedX talk help inform these choices?
- Continue working on your Leadership Mission.

Breakouts: Homework Check-In

In your breakout groups, discuss the following questions:

- What actions are you planning to adapt communication to someone else's DiSC style?
- What obstacles are you planning ahead for?
- How did insights from Angela McMillan's TedX talk help inform these choices?

Each group will choose at least one item to report out on.



Defining Accountability



What is accountability?

Defining Accountability



What is accountability?

A willingness or obligation to accept **responsibility** for one's actions or tasks.

Components of Accountable Relationships



Roles
Expectations
Ownership
Feedback
Measurement
Evaluation
Rewards
Recognition
Consequences



Accountability

When everyone is **committed** to a **clear plan** of action

Team members are willing to **call one another** on a behavior or performance

Accountability & Mindset



- What is your automatic thought?
- Are you falling prey to the Fundamental Attribution Error?

Accountability & Mindset



To hold each other accountable, we have to focus on seeking to understand and believing the BEST about people.

Accountability isn't about punishment, but rather empowering others.

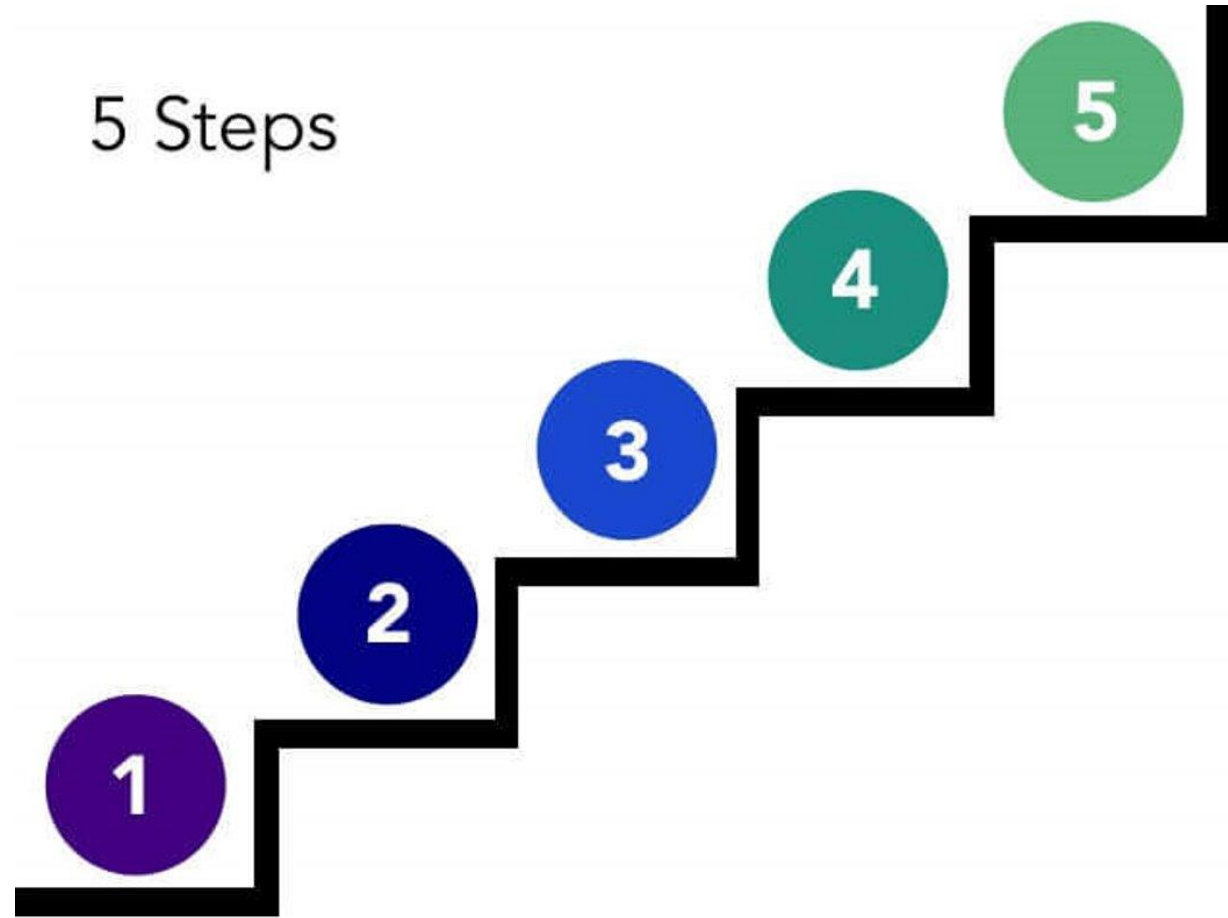
Accountability

On **p. 3** of your handouts, write down an accountability conversation you need to have.



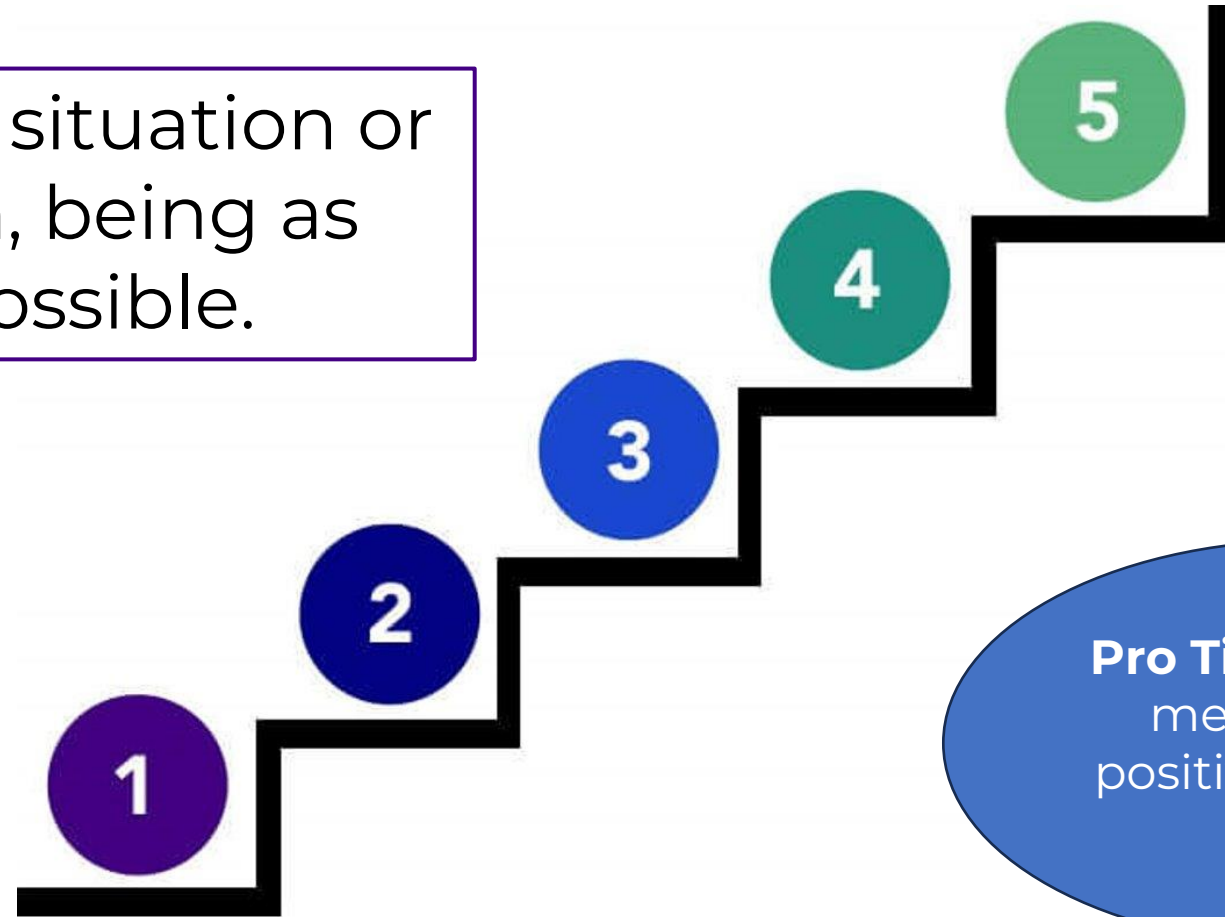
Accountability Conversations

5 Steps



Step 1: Set the Stage

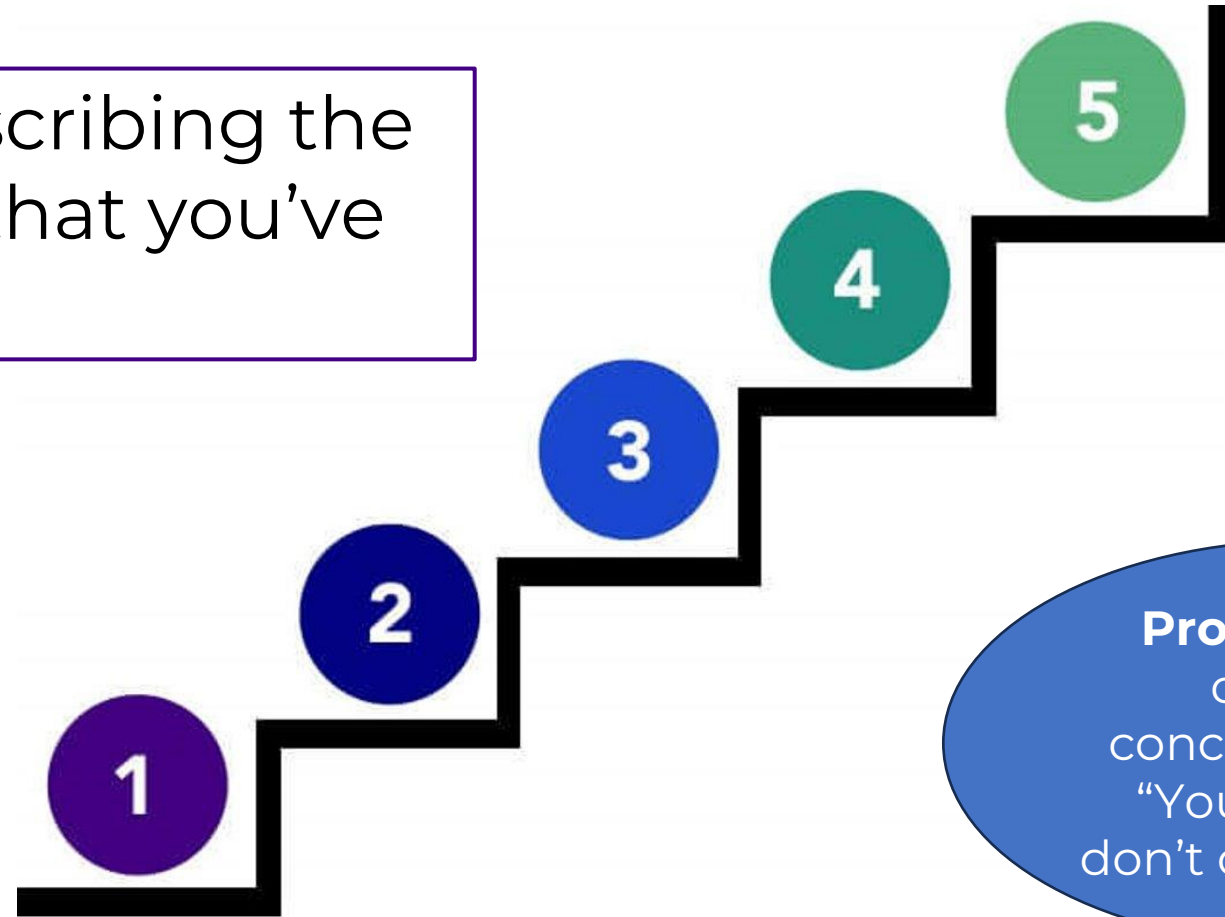
Describe the situation or your concern, being as **specific** as possible.



Pro Tip: A focused message and positive intent are KEY!

Step 2: Performance

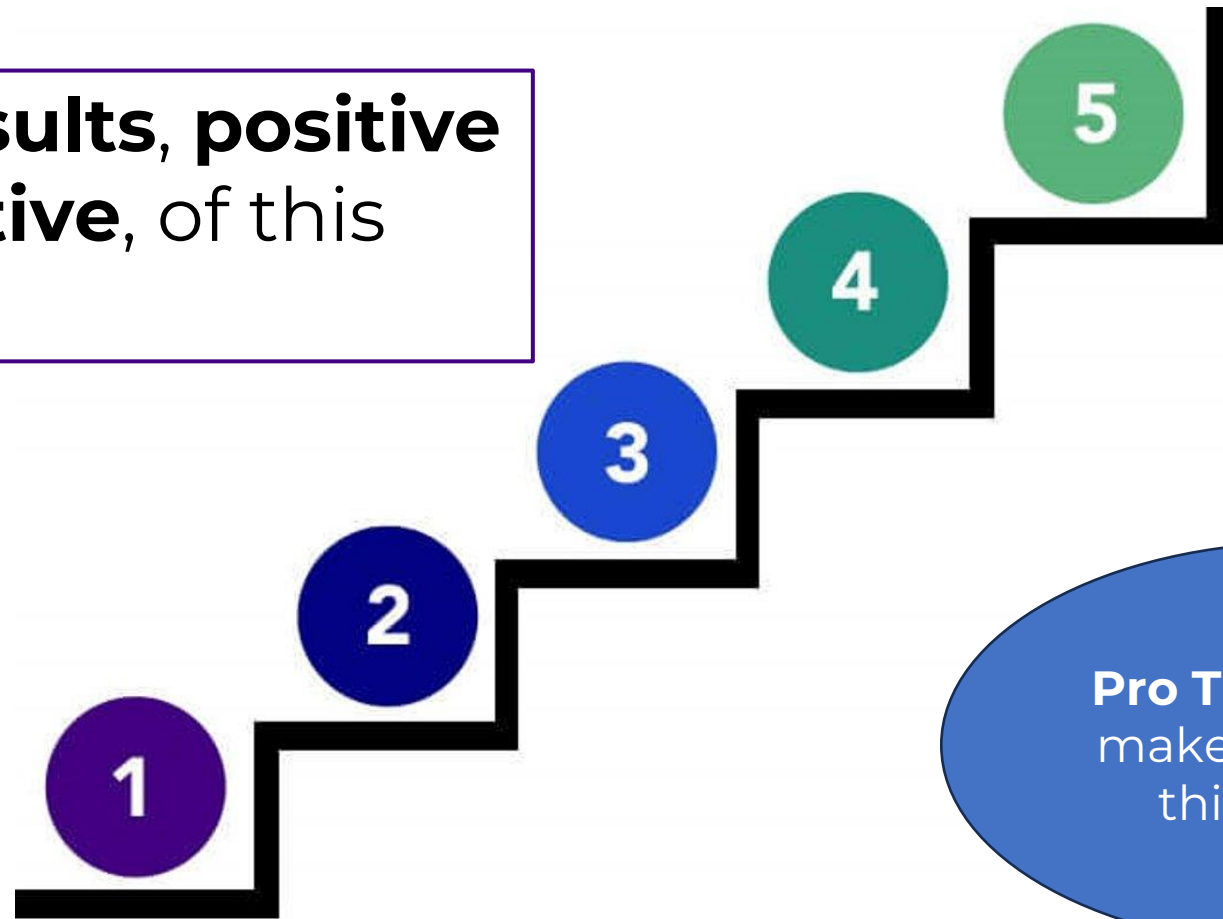
Focus on describing the **behavior(s)** that you've observed.



Pro Tip: Avoid drawing conclusions (e.g., "You obviously don't care about...")

Step 3: Impact

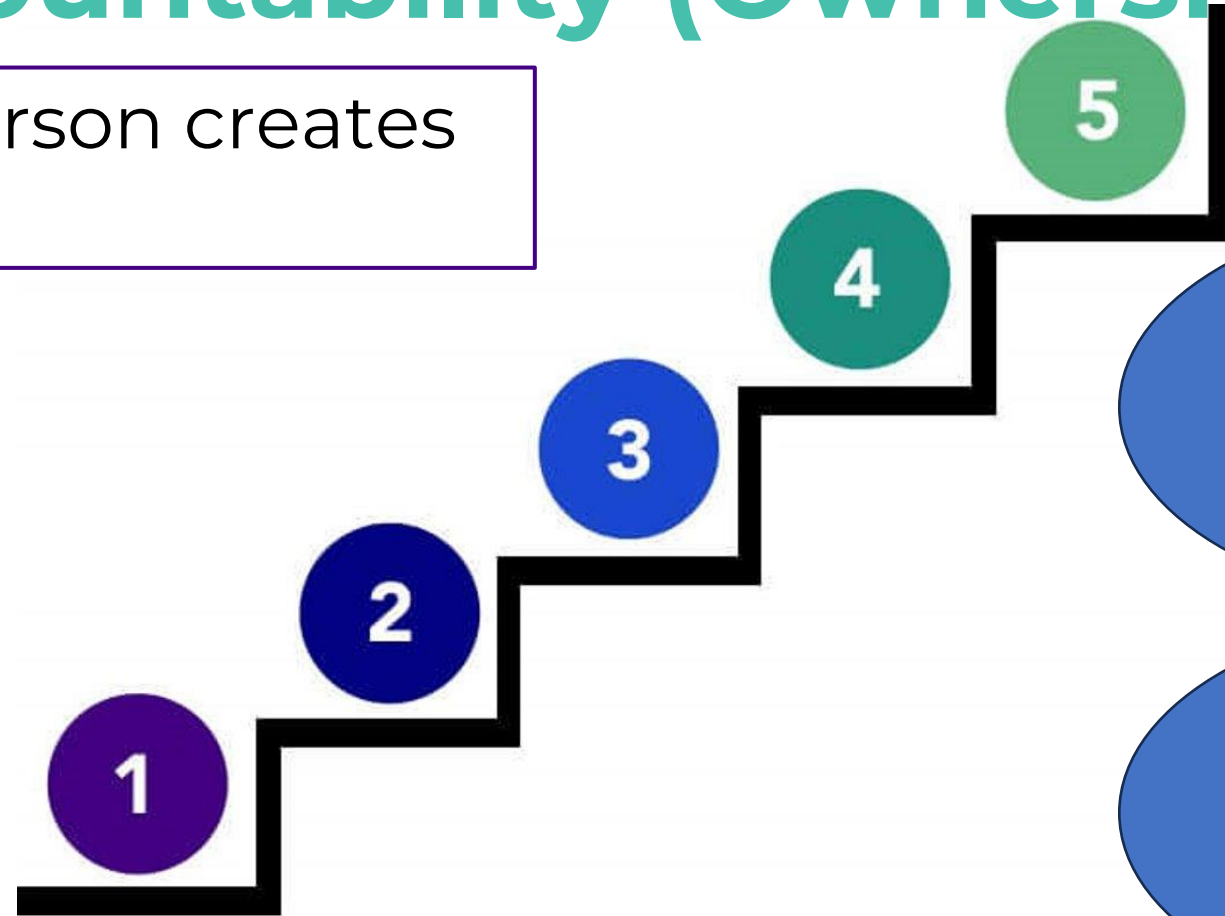
Share the **results, positive** and/or **negative**, of this behavior.



Pro Tip: You must make it clear why this matters.

Step 4: Build Personal Accountability (Ownership)

The **other** person creates the solution.

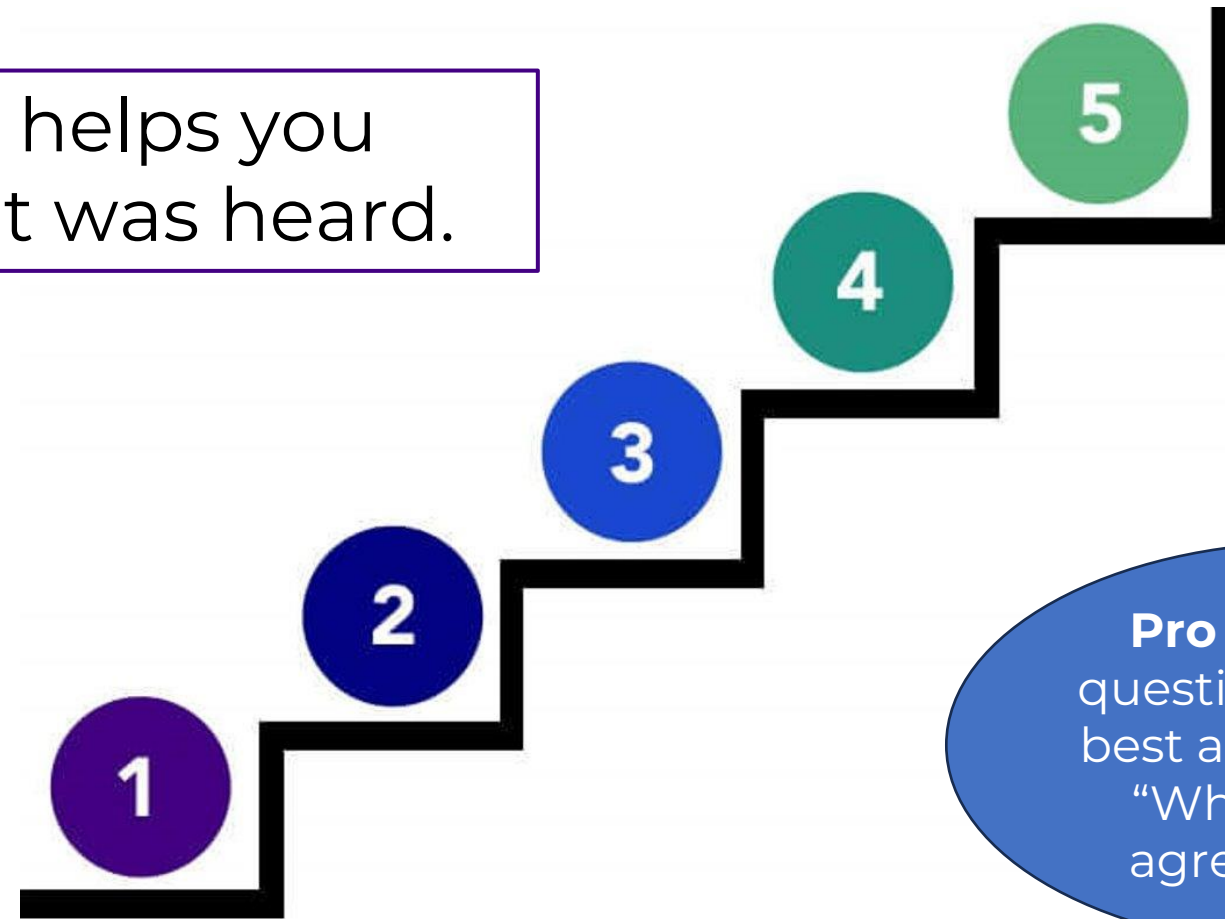


Pro Tip: Focus on asking questions to generate a shared solution.

Pro Tip: Wait for responses. Don't fill the silence!

Step 5: Next Steps

This last step helps you **confirm** what was heard.



Pro Tip: Asking questions is still the best approach (e.g., “What have we agreed to do?”)

Practice

- Use the accountability conversation you need to have (from p. 3) and prepare your conversation using the Accountability Conversation model.
- Next, in breakout groups, share your “launch statement.”
- Groups, offer each other feedback!



Commit

What will you commit to doing from this point on to create accountability on your team?



One Thing I...



- ...want to say...
- ...will do differently...
- ...think...
- ...wonder...
- ...need clarity on...
- ...appreciate...
- ...will use...
- ...want to ask...
- ...add your own!

Questions?



Feedback is a Gift!



Action Items for Next Session

- Have the accountability conversation you need to have.
- Meet with your accountability partner to discuss both items, using the guided questions:
 - How did the accountability conversations go?
 - What did you learn about how you might approach it differently next time?
- Continue to work on your Leadership Mission



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