

People Biz, Inc.

ENVIRONMENT OF ACCOUNTABILITY

Defined Roles

Ambiguity is the enemy of accountability. Ensure that the people you are holding accountable have clearly defined roles, job descriptions and duties. Make sure they have been trained to do what you are holding them accountable for.

Standards and Expectations

Deliver written expectations and standards of performance to every employee on their first workday. You cannot expect an employee to adhere to standards and expectations when they have not had the opportunity to understand and agree to those standards and expectations.

Permission

Either implied or expressed permission is required to hold someone accountable.

Trained Staff

Only a trained person can be held accountable!

Written Plan

A working plan, a project timeline, an economic model, any or all of these documents are necessary to inform people about the expected result.

Learning-Based Environment

Know-it-alls do not make good coaches, nor are they coach-able.

Consequences

Consequences work best when spelled out ahead of time, in expectations for example.

Healthy Ability

Some people do not have the ability to complete a given task, even when all the other ingredients are present.

DEFINITIONS OF ACCOUNTABILITY

- State of responsiveness
- To be called on to render an account
- Answerable, bound to give an explanation, explicable
- To count and feedback
- No place for judgment
- Not to be confused with blame or culpability
- Being accountable is an attitude