



DEVELOPING PERSONAL ACCOUNTABILITY

**Taking Responsibility
to Get Ahead**

AGENDA

- **INTRODUCTION**
- **WHAT IS PERSONAL ACCOUNTABILITY?**
- **HOW PERSONAL ACCOUNTABILITY HELPS**
- **HOW TO BE MORE ACCOUNTABLE**
- **KEY POINTS AND RECAP**



INTRODUCTION

- Martha is frustrated



- She's trying to solve a problem with a stationery order, but the customer service agent she's talking to isn't helping

INTRODUCTION

- "It was the dispatch team's fault. I can't do anything about that," he says
- Martha asks to be put through to another agent
- He handles the situation very differently



INTRODUCTION

- "I'm sorry to hear about this problem," he says. "I'll find out what's happened and send the order by express delivery. It will be with you tomorrow."



INTRODUCTION

- Martha feels less stressed straight away
- The first agent shirked his responsibilities, but the second made himself personally accountable for fixing the problem
- He took ownership of the situation, apologized, and found a solution



INTRODUCTION

- In this session, we'll look at what personal accountability means



- We'll also explore how you make it one of your core values

WHAT IS PERSONAL ACCOUNTABILITY?

- Management consultant Todd Herman defined personal accountability as "being willing to answer ... for the outcomes resulting from your choices, behaviors, and actions."





WHAT IS PERSONAL ACCOUNTABILITY?

- When you're personally accountable, you take ownership of situations that you're involved in



- You see them through, and you take responsibility for what happens – good or bad
- You don't blame others if things go wrong. Instead, you do your best to make things right



WHAT IS PERSONAL ACCOUNTABILITY?

- In the workplace, accountability can go beyond your own tasks

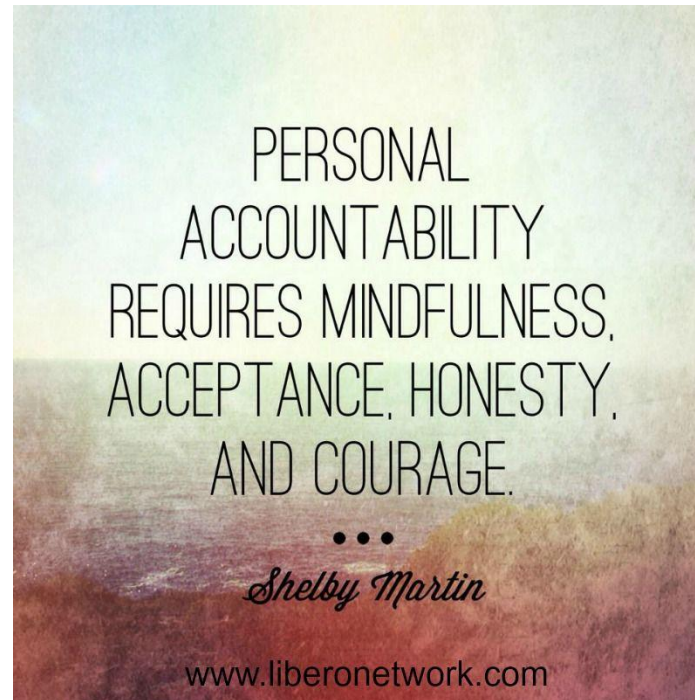


- For example, you may be held accountable for the actions of your team



HOW PERSONAL ACCOUNTABILITY HELPS

- Sometimes it can be tough to take personal accountability



- However, you'll find that it offers many advantages

HOW PERSONAL ACCOUNTABILITY HELPS

- First, you're likely to have healthier relationships with your friends, family, and colleagues



- A 2005 study found that children who were encouraged to take personal responsibility for their actions also had more positive social interactions

HOW PERSONAL ACCOUNTABILITY HELPS

- Accountability also builds trust within teams and organizations, because people know that they can depend on each other



- Leaders who are accountable are more likely to be trusted and respected, because people know that they will keep their word

HOW PERSONAL ACCOUNTABILITY HELPS

- Personal accountability can save time and money, too
- People who take responsibility for their actions speak up, and they look for solutions when there's a problem
- This not only prevents the situation getting worse, but it stop costs and delays from escalating



HOW PERSONAL ACCOUNTABILITY HELPS

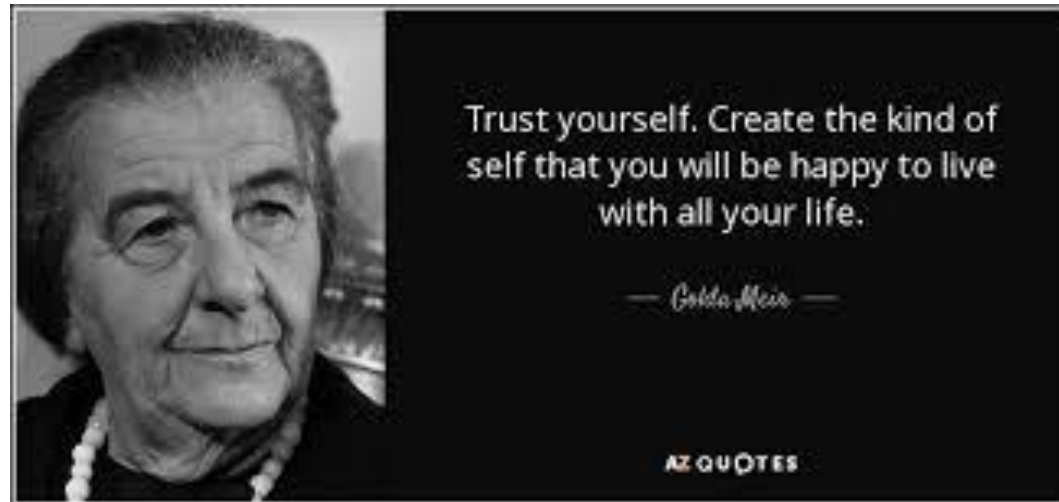
- Last, personal accountability can boost your chances of promotion



- When you show senior colleagues that you're dependable, you mark yourself out as someone with leadership potential

HOW TO BE MORE ACCOUNTABILITY

- Personal accountability isn't a trait that people are born with, it's a way of living that you can learn



- Use these strategies to become more accountable...

HOW TO BE MORE ACCOUNTABILITY

Know Your Role

- It's hard to be personally accountable if you're not clear what you're responsible for
- If this is the case for you, ask your boss to provide a job description that sets out your tasks clearly
- If responsibilities are unclear within the team, ask your manager to outline who is responsible for different team tasks, and to share this information with everyone involved



HOW TO BE MORE ACCOUNTABILITY

Be Honest

- Success in life only comes when you're completely honest with yourself, and with others
- This means setting aside your pride, and admitting when you've made a mistake
- So, tune into your "gut feelings" when things are difficult, and learn to ask to help if you're struggling, so that you don't let others down



HOW TO BE MORE ACCOUNTABILITY

Say Sorry

- Accountability doesn't stop with honesty
- If something has gone wrong and you were responsible, then you need to apologize
- Focus on making amends when you apologize – show what you'll do to make the situation right
- This allows everyone involved to move on, and helps them focus on the end goal, rather than the problem





HOW TO BE MORE ACCOUNTABILITY

Use Time Wisely

- Procrastination is a common way to avoid responsibility, as it delays dealing with a problem, meaning that someone else may solve it instead



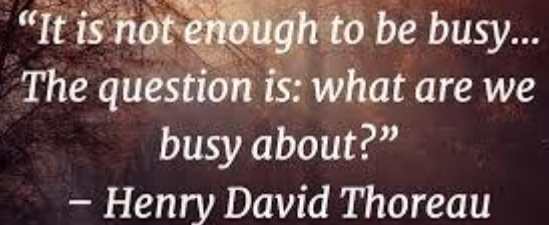
- Your colleagues may feel that they can't rely on you, and this will affect your professional reputation



HOW TO BE MORE ACCOUNTABILITY

Use Time Wisely

- You can overcome procrastination by identifying why you do it...
 - Is the task dull?
 - Do you lack information or resources?
 - Or is there some other cause?
- Once you understand why you put things off, you can take steps to fix the problem
- Next, practice good time management, so that you make time for what's important



*“It is not enough to be busy...
The question is: what are we
busy about?”
– Henry David Thoreau*

HOW TO BE MORE ACCOUNTABILITY

Don't Overcommit

- When you take on too much, something will eventually fall through the cracks.

- That means that you've let someone down

- So, before you agree to a new task, think carefully about your schedule and whether you'll be able to fulfill the task to the best of your ability



HOW TO BE MORE ACCOUNTABILITY

Don't Overcommit

- If you're not sure that you can complete it, say “yes to the person and no to the task” so that you maintain a strong relationship and a good reputation



HOW TO BE MORE ACCOUNTABILITY

Make Changes

- Accountability can open up powerful learning opportunities



- When something hasn't gone to plan, ask for feedback and look for ways to do things differently in the future



HOW TO BE MORE ACCOUNTABILITY

Make Changes

- Reflect on your actions, too, spend some time at the end of each day running through these simple questions:
 - **What could I have done differently today?**
 - **How can I build this change into my job from now on?**
- In time, you'll build new skills and better ways to deal with difficult situations

**MAKE
CHANGES**



KEY POINTS AND RECAP

- When you're personally accountable, you take ownership of what happens as a result of your choices and actions



- You don't blame others or make excuses, and you do what you can to make amends when things go wrong

KEY POINTS AND RECAP

- To become more accountable, make sure that you're clear about your roles and responsibilities



- Be honest with yourself and others, so you can admit when you're wrong, apologize, and move on

KEY POINTS AND RECAP

- Make the most of your time, and manage it carefully so that you don't take on too much

- Last, think carefully about situations where you didn't take responsibility but should have

- These mistakes and failures can be valuable teaching tools, if you have the courage to learn from them

10 qualities of accountable people

- | | |
|------------------------------------|-----------------------------------|
| 01 Answer emails and requests | 06 Always be ethical |
| 02 Do what you promise | 07 Be honest and transparent |
| 03 Take responsibility for actions | 08 Demonstrate outcomes |
| 04 Proactively solve problems | 09 Review and evaluate to improve |
| 05 Don't blame or make excuses | 10 Show humility and apologise |

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