

How to Create the Totally Accountable™ Workplace

Accountability: *Doing what you said you would do, as you said you would do it, when you said you would do it - PERIOD!*

Accountability = Trust

Trust Creates Autonomy

Trust is a Must!

1. Be the model of accountability in all areas of your life. No hypocrisy.
2. Give and get agreed-on due dates and due times for completion for all delegated work.
3. Repeat or paraphrase all verbal requests.
4. Stop giving and/or accepting excuses or "reasons" for anyone's non-accountability.
5. Stop asking "*Why*" or "*Why not*" when someone surprises you with non-performance.
6. Don't buy "*I'll try*" or "*I'll give it my best*".
7. Create an environment where "surprises" of non-performance are not allowed.
8. Create a consistent system for recording, tracking, categorizing and prioritizing all tasks and projects.
9. Empower all team members to say "*No*" to a request, if necessary, but still provide a possible solution about how to reach the requested goal(s).
10. Discontinue the employment of people who are consistently not accountable.