

Wallet Card Front

Pocket Reference for

How to Create A Totally Accountable™ Culture

Doing what you said you would do, as you said you would do it, when you said you would do it – PERIOD!

Key Habits for Creating a Totally Accountable™ Outcome:

- Always agree on the completion date and time for all delegated work
- Paraphrase or repeat all verbal requests
- Keep track of all delegated work
- Insist on results with no surprises
- Be the model of accountability in all areas of your life

Leader: One who does all he or she can to help an organization reach its goals by helping bosses, subordinates, peers, employees, co-workers, customers, vendors, and everyone else, with whom they have contact, be as successful as possible.

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Never ask "Why" when something is not done, instead ask in the following order:

- "What's your next step to get that done?"
- "When are you going to do that?"
- "Can I count on you for that?"

What to say when someone says...

"No"	"You can always tell me 'no', but you have to give me a solution about how it will happen anyway."
"I'll try"	"I know you're going to try, but what I want to know is can I count on you for the results?"
"I Said I Would Try"	"Let's deal with the obstacle now."

Mike Scott and Associates (800) 990-6540 www.TotallyAccountable.com

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