

Surprise Tracker Sheet

Week of _____ Total number of surprises Xs _____

This tracker is designed to help you determine how much non-accountability happens within a week. When you see it, deal with it as you normally would, but also put an x on this sheet.

A surprise of non-accountability happens when someone made a commitment, and it didn't happen, and you didn't know about it beforehand.

Accountability means "Your word is your bond." It is defined as: Doing what you said you would do, as you said you would do it, when you said you would do it, with no surprises.

Each time you are surprised with any form of non-accountability on your part or on the part of anyone else in the organization, place an "X" in the space provided. Surprises of non-accountability mean that somehow, somehow something didn't happen as it was committed to being done. Some examples of surprises of non-accountability are:

You or someone else forgets to do something, and therefore, misses a detail or has an error.

You or someone else forgets to do something, and therefore, misses a deadline or has an error.

You or someone else starts a meeting late or ends a meeting late.

You or someone else says, "I didn't understand what you said or meant," and therefore missed a commitment.

You or someone else says, "I wasn't sure when you wanted it done."

You or someone else misses a deadline or the scope of a commitment and no one says anything.

_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____	_____	_____