

Pocket Reference for

## How to Create A Totally Accountable™ Culture

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

### Key Elements for Creating a Totally Accountable™ Outcome:

- Give and get agreed-on due dates and due times for completion of all delegated work
- Repeat or paraphrase all verbal requests
- Insist on results with no surprises
- Keep track of all delegated work
- Be the model of accountability in all areas of your life

**Leader:** One who does all they 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.

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

- "What are your next steps 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."

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