

Accountability

Accountability means taking ownership of your work and being responsible for the outcome. It involves being reliable and following through on commitments. When you are accountable, you are accountable for both your successes and failures. Accountability is essential because it builds trust and credibility in the workplace.

And then there's compassionate accountability - Compassionate accountability means holding yourself and others accountable for their actions and decisions in a caring and supportive way. It shifts the focus to learning from mistakes and improvement as opposed to blaming or criticising. When we hold ourselves and others compassionately accountable, we focus on the action or the behaviour, not the person. We show mindfulness. We try to understand what the other person is going through. We show empathy and concern. We seek to solve the problem in a healthy and kind way. We own up to our mistakes and commit to growth.

Personal Accountability Action Plan:

If you truly want to improve your personal accountability, consider creating a self-coaching plan. Accountability isn't something that you can just flip the switch on and be done with it; consider doing one thing a week for an entire quarter (A period of 3 Months) to keep accountability top of mind.

- Review your current goals, objectives and focus areas with your manager and/or team members. Are measures of success and failure clear and measurable? Discuss suggestions for changes of processes, benchmarks, timelines, and roles. Collaborate to obtain full buy-in and official commitment on all.
- Break large goals into quarterly, monthly and even weekly enabling goals. Smaller objectives will help you to stay focused on timely progress.
- Monitor your speech—the words that you use. In conversations, do you hear yourself blaming others when processes or plans don't turn out exactly as you intended?

- Spend a few hours reading articles you can find on the internet. Search on terms like ownership mindset, accountability and commitment, accountability and responsibility, employee accountability.
- Approach someone you know who readily accepts responsibility for small and large failures. Practice emulating their behavior of accepting accountability. Consider inviting them for coffee to discuss their views on accountability.
- Speak up, early, if you have concerns. If you believe that expectations are unrealistic, you may not speak up but instead may go through the motions of attempting to meet them, knowing it will fail in the end. In these cases lean on your professional encourage to “push back”, question, and share your concerns in a professional way.
- Develop the habit of daily or weekly reviews on all of your important projects. It’s better to identify problems or “failures” early before they turn into a bigger failure.
- Ask a trusted colleague to become an “accountability partner” who can check on your results and call you out if you are using blaming language.
- Develop the habit of always giving a balanced “after-action review.” Even successful outcomes come at the end of some challenges, problems, or lessons learned.
- Discuss with your team or peers the challenge of accepting full accountability and the rewards of trust gained and the reputation for integrity earned by admitting responsibility for errors or failure.

The biggest impact you can make is to become an accountability role model yourself. You can create an accountability culture by influencing others with your own actions. And remember, when someone on your team fails to perform as expected, get curious not angry. Encourage people to take risks knowing that failure is a real possibility.

Soon there will be fewer excuses, and more results.

(Source: <https://www.forbes.com/sites/kevinkruse/2020/01/13/improve-personal-accountability-12-things-to-do-in-12-weeks/?sh=5354b5816e63>)

HOME TASK

Use this space to write down your own personal accountability action plan.