Accountability Overview

- *Accountability* is "the recognition and acceptance of the responsibility for your actions."

- What does it mean to be accountable?
  - You're in charge of something that's within your power to control, manage, or affect.
    - If things go well, you deserve the credit.
    - If things don't go well, you deserve the corrective action.
  - You have an obligation to fulfill, a duty that's yours to handle, something you're liable for.
  - You're ethical, trustworthy, reliable, and consistent.
  - You manage time effectively.
  - You're willing to accept responsibility.
    - This willingness extends to admitting mistakes and accepting the consequences for those mistakes.

- Organizations have to be accountable to their employees.
  - They should embed accountability processes throughout the organization.
  - Everybody should know the extent of their roles and expectations and be properly trained.
  - Employees need to have enough resources to perform work tasks.
  - There should be measurement and tracking systems, so employees know how they're doing.
  - Employees need to be rewarded or corrected fairly based on what they can control.

- There are seven accountability skills that lead to business success:
  - Drive for results.
    - Ask questions to ensure you understand the results your organization is looking for.
    - Be clear on your organization's vision for success.
  - Integrity.
    - Show your employer you're responsible by being honest.
    - Own up to mistakes immediately and be part of the solution to the problem.
  - Trust.
    - If you aren't trustworthy, your boss will likely micromanage you.
    - If you're accountable, your boss won't feel the need to monitor you.

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- Problem solving.
  - You can't be accountable if you're confused on your role or don't know how things work.
  - Seek information, ask questions, and pay attention in training and skill building.
  - Be honest when you need more help.
- Communication.
  - Communicating well requires you to be able to converse with, ask questions of, and listen to others effectively.
  - With your boss, be open and honest and make sure you know what they expect you to be accountable for.
  - Communicate openly with your coworkers.
- Flexibility.
  - An accountable individual can accept and adapt based on feedback, take on new challenges, come up with new ideas and solutions, and set clear goals.
- Collaboration.
  - Your team will be far more successful if it focuses on collaboration and cooperation over competition.

- Ten things to do to become a more accountable employee:
  - Be engaged.
    - Integrate your values into what you do.
  - Set micro-goals.
    - A micro-goal is "a single action that, when accomplished, serves as a building block to a much larger goal."
  - Use lists wisely.
    - Lists can be a helpful tool for prioritizing and planning at work.
    - Make sure your lists are reasonable and organized so they're not overwhelming.
    - Take it one task at a time.
  - Reward yourself.
    - Reward yourself for each item that you accomplish on your to-do list to stay motivated.

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- Manage your time.
    - Prioritizing your tasks, avoiding procrastination, getting everything done right the first time, and avoiding time-wasting activities ensures you'll stay accountable.
- Practice fiscal responsibility.
    - Make sure any work-related financial transactions are transparent and legitimate.
- Seek feedback.
    - Don't be afraid to ask others how you're doing, especially your managers.
    - Try asking friends or coworkers to share honest feedback about your job performance or attitude.
    - Survey customers to learn what you're doing right and what you can improve.
    - Feedback is especially valuable because it allows you to discuss goals and job expectations based on statistical information and nontangible factors.
- Ask for help.
    - If you suspect problems, tell your manager right away.
    - If you wait until the last minute to involve your boss, you're not really helping or being accountable.
- Make yourself accountable.
    - Leave your ego at home and own up to your mistakes right away.
- Evaluate yourself.
    - Ask yourself questions such as "What have I accomplished this year?" "Have I met my goals?" "Have I built on my strengths and improved my weaknesses?" and "Have I grown as a person?" to gauge whether you are an accountable employee.

> **This video lesson describes how to be an accountable employee through skills and action steps. Evaluate your accountability now. Do you think you're an accountable employee?**

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