

CREATING ACCOUNTABILITY

Accountability within your organization can be a welcomed process that yields fair, actionable feedback and encourages employees to embrace the opportunity to improve their performance and expand their contributions. This checklist will show you how.

TALK ABOUT IT

People can't be held accountable for things they are not aware of. If you are implementing a new accountability system, be sure to tell everyone about it. Speaking about the new accountability expectations will help you (and others) become clear on the goals and why these new systems are important.

WRITE IT DOWN

There is a reason football coaches have both a playbook and a team meeting. The team meeting gets people bought in to the ideas, but the playbook gives them understanding and sets expectations by role. Create a playbook for your team to follow to make sure they have a guide to reference when they have questions or need to confirm they have completed their tasks.

OWNERSHIP

Creating a sense of ownership leads to high employee engagement and high engagement leads to higher performance. Rather than dictate what needs to be done, collaborate on expectations with the employee so that their input and voice is heard and reflected in the expectations of their role.

TRAIN YOUR TEAM

Once you have a list of role expectations, you may realize there is a skill gap between the expectations and the employee. Be willing to train or pay for training to provide the employee with the proper tools to succeed in their position. As the role grows and changes, more training may be needed. Seek input from the employee on where they feel they might benefit from additional up-skilling.

WELCOME FEEDBACK

As you're getting into a new cadence with your accountable employees, be open and seek feedback. When hearing feedback, listen for understanding, say thank you, and ask questions to get clarification and deconstruct the information. Then take some time to create a plan that addresses the concerns. Once your plan is made, go back to the top of this document and get the necessary buy-in from key employees by giving them the information and writing it down.

EVOLVE

As companies and their employees grow, all roles will evolve. As employee mindset changes from employee to owner mentality, their positions will naturally evolve. Add, remove, or modify the expectations as the position and the person changes.

LEAD BY EXAMPLE

Accountability starts at the top. Be impeccable with your word and let your actions show consistent, intentional behavior.

VALIDATE

Creating a culture of accountability is not a "set it and forget it" attitude. On a regular basis, check in with your team to make sure they are reaching their goals and meeting performance standards.

EXPRESS GRATITUDE

At the end of the day, your employees are choosing to work for your business. They trust in your leadership and decision making. They are on this journey with you, and taking a moment to express your gratitude for them can help build rapport and loyalty.



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