

The Glen



# Accountability

Impact Facilitation

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# Acknowledgement

“I would like to acknowledge the people of the Darkinjung nation who are the Traditional Custodians of this land. I would also like to pay respect to the Elders both past and present and welcome all Aboriginal people here with us today.”



# Today we are covering:

- Why accountability is important
- Personal accountability strategies
- Peer accountability strategies

## Definition

Accountability is the act of being responsible to someone else for some action or result:

to account for your activities, accepting responsibility for them,

and to disclose the results to another in a transparent manner.

Think of a time when you were held accountable for your actions at work.

Positive actions/processes	Negative actions/processes
Positive outcomes	Negative outcomes

# Benefits

- improved performance,
- more employee participation and involvement,
- increased feelings of competency,
- increased employee commitment to the work,
- more creativity and innovation, and
- higher employee morale and satisfaction with the work.

# The Glen





Ignore

Weak

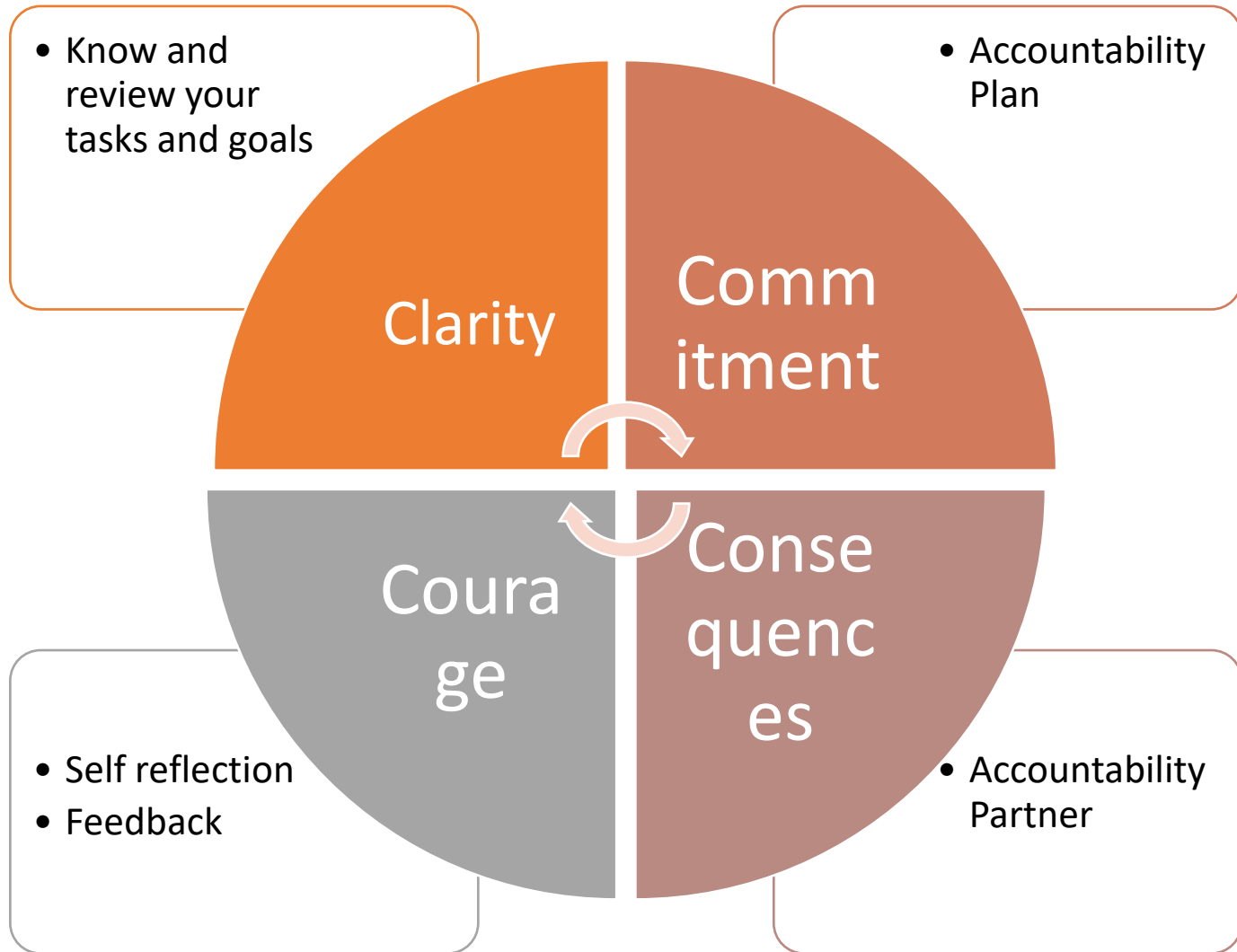
Angry



# Strategies for individual accountability

- 4 C's – clarity, commitment, consequences, courage
- Accountability plans
- Accountability partners
- Self reflection

*When you're personally accountable, you take ownership of what happens as a result of your choices and actions. You don't blame others or make excuses, and you do what you can to make amends when things go wrong.*



# Accountability Plans

An accountability plan is a tool for making a commitment to your goal or expectation.

One goal setting guru encourages you to have a “relationship’ with your goals. An accountability plan strengthens

# Accountability Partner

*When you decide to pursue a goal, your chances of success fall somewhere between 10% and 25%.*

*By sharing your goal with someone you care about, you raise the likelihood to 65%.*

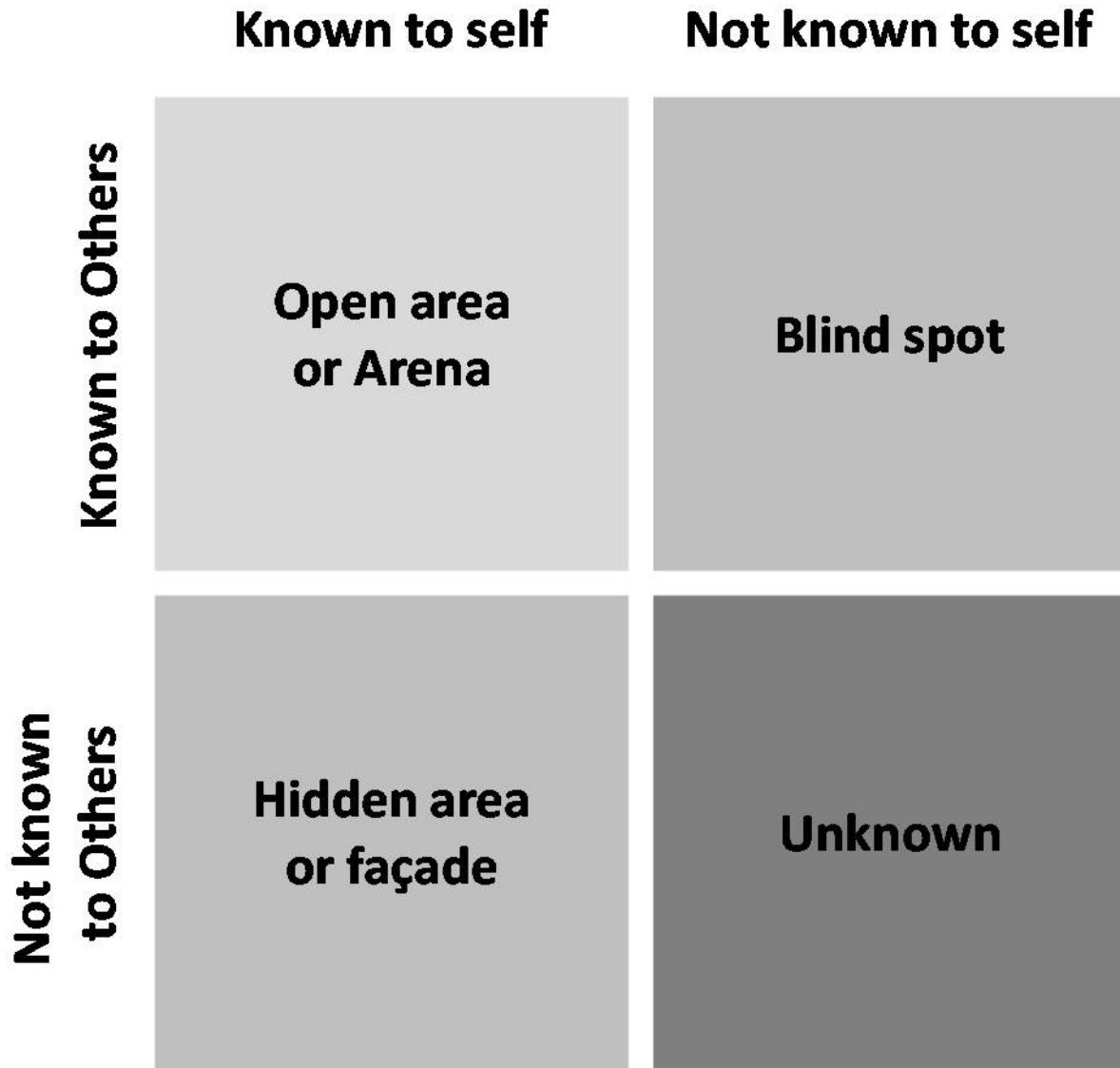
*And when you ask that person to meet with you on a regular basis to check in, your probability of success skyrockets to 95%.*

<https://www.youtube.com/watch?v=qd10-f9bzu0>

- Meet with you on a regular basis
- Communicate with you frequently
- Make themselves available to listen or offer advice
- Offer support for difficult situations
- Remind you of important deadlines
- Watch for and identify negative behaviour

## Good questions to ask when looking for an accountability partner

- What are you looking for in an accountability partner?
- Do you believe our goals align?
- How do you prefer to communicate?
- How do you think you'll benefit from this partnership?
- What are some of your strongest personality traits?
- Are you willing to establish and commit to deadlines?
- What strategies might you use to meet your goals?
- How do you overcome obstacles and avoid distractions?
- How can I be the best partner for you?
- What are some of your most effective work habits?

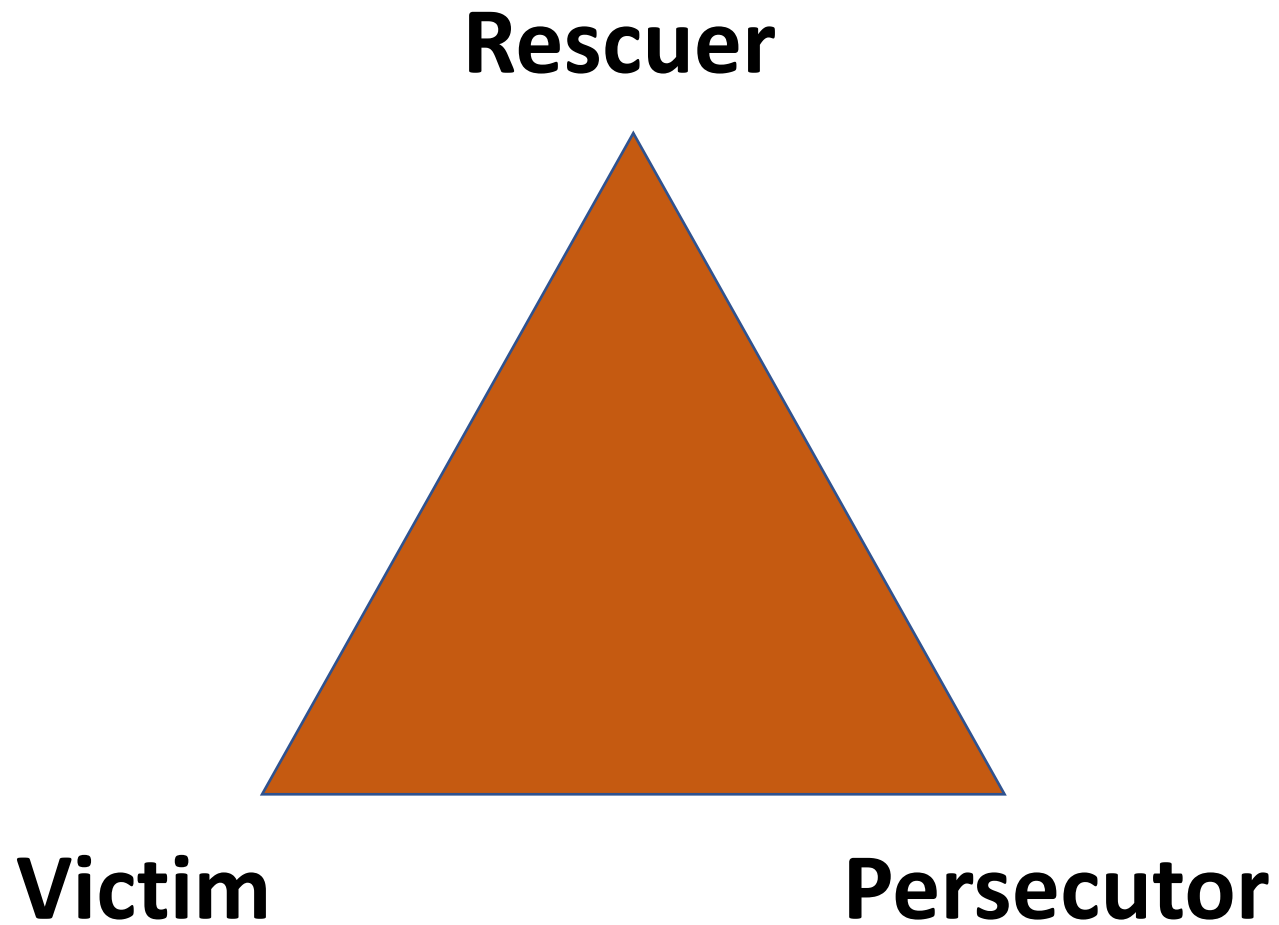


## The Johari Window Model

# Strategies for peer accountability

- Power drama triangle
- Accountability conversations





# Support accountability in victims

- Ask them to describe the issue to you, and gently remind them to focus on their role when they start to talk about others. Help them to focus on the 'what', not the 'who'.
- People often assume this role when they are feeling overwhelmed or stuck - therefore ask them to think about one action they could do to take a step in the right direction.
- Talk with them about how this would work - how will it be positive for them and for the situation.
- Ask if there is anything that they need to be able to carry out that action and offer appropriate support if needed.
- Encourage them to carry out the action and then think about what else to do. Offer your support in deciding on the next action if needed.

# Support accountability in rescuers

- Thank the person for their concern and for the support that they give you
- Be clear with the tasks that you are able to complete and (if appropriate) outline how you are going to achieve this. Sometimes people become a rescuer when they are worried that a joint task is not going to be completed in time or with quality.
- Give them an idea of how you feel when they attempt to solve your problems for you. Focus on you, not them. For example - It helps me to feel confident in my role when I handle these difficult situations.
- Let them know that if you do need help that you will call on them

# Support accountability in persecutors

- Remain calm and in control of yourself - trying to 'outpower' then will escalate the situation
- Ask the person to state the facts of the situation and come to an agreement on this.
- State or re-state your position and what you are prepared to do in a neutral tone of voice.
- Do not get involved in any blaming of others - state that this is not a useful way forward
- If you feel that you need to leave the conversation or situation, tell the person why you are doing so, but refer to your own stuff rather than their's. For example - I need to finish this conversation here for now as I am not thinking clearly. I will come to talk to you when I have my thoughts clear.

# Accountability Conversations

## Step 1

- What are my goals?

## Step 2

- How do I want us both to feel and be after the conversation?

## Step 3

- What information do I need?

# Models of Accountability Conversations

DEEP

- **Describe** the situation
- **Explain** the consequences
- **Explore** options
- **Problem solve** together

# Models of Accountability Conversations

## ERROR

- State the **Expectation**
- Summarise the **Results** so far
- Describe what is need to **Recover**
- Encourage **Ownership** of the issues
- Discuss how to prevent a **Recurrence**

# Models of Accountability Conversations

## 6 Step Model

- Clarify what happened
- Explore the story for deeper information
- Describe the gap in performance
- Discuss what can be done to manage, fix or improve
- Motivate and make it possible
- Agree on a plan and follow up



## Final Words

When we fail to set boundaries and hold people accountable, we feel used and mistreated. This is why we sometimes attack who they are, which is far more hurtful than addressing a behavior or a choice.”

— Brené Brown, The Gifts of Imperfection

## Final Words

“Each day you are leading by example. Whether you realize it or not or whether it's positive or negative, you are influencing those around you.”

— Rob Liano

# Final Words

- On good teams coaches hold players accountable, on great teams players hold players accountable

Joe Dumars

## Final Words

You're the master of your life, the captain of your ship. Steer it with intention. Will you skirt the coast from one safe harbor to the next? Or will you sail into the vast open blue? Every day you get to decide anew what course to chart.

# Action Plan

- What are we accountable for – not just actions but also behaviours and attitudes?
- Are we sure about our goals and success measures and do they reflect tasks, attitudes, behaviours?
- Do we need an accountability plan for an area of our work?
- Could we benefit from an accountability partner?
- Do we need to be accountable for how we respond as, or to, victims, rescuers and persecutors?
- Do we need to get better at accountability conversations?

# Support Information

1. Handout
2. This content will be added to your online support page found at

[https://www.impactfacilitation.com.au/teaching\\_notes](https://www.impactfacilitation.com.au/teaching_notes)