

The Accountability Ladder

Accountable behaviours - things happen because of you

Make it happen!!

Above the line

Find Solutions

Embrace it

Acknowledge reality

Victim behaviours - things happen to you

Wait and hope

"I can't

Below the line

Personal Excuses

Blaming others

Unaware or unconscious

The Accountability Ladder

Use this model to increase accountability and grow engagement for you and your team.

Accountability should always start with leadership. That's not a get out of jail free card if your leader doesn't have it. This is where SELF LEADERSHIP kicks in hard!!

Accountability is one of the key skills that makes successful people stand out from the crowd. Accountability should be a guiding principle in everything you do.

So often we hear, "I feel like I'm a babysitter", "No one takes initiative" or "Everyone comes in and expects me to fix everything." These common comments all relate to the victim's behaviours and not taking accountability.

Unaware or unconscious. These people, groups or organisations are unaware of their failures and have no idea about what's required to be effective.

Blaming others. This is the level where someone else, or a force of nature is the cause of all of their failures. Lots of finger-pointing at management, unrealistic demands and global events.

Excuses, not results. Just because something is a circumstance, it doesn't have to become an excuse for not taking action. Too busy, difficult stakeholders, whatever!!

Wait and hope. Often with no plan, no strategy and no real picture of expectations or what's required.

Accountability starts by acknowledging reality! Recognising the goal, the workload and understanding what is required to be successful.

Embrace it. Accept ownership and responsibility. This is the time for courage and commitment! It's also a risky time for falling back down the ladder.

Find solutions. This is a great time to encourage new learning and take pride in your professional abilities.

Make it happen! Time to shine with innovation and success!!

THE SOLUTION:

- Diagnose where you are on the ladder of accountability, you'll hear clues in the way people talk
- Make sure that people have the skills to be accountable
- Make sure that people have permission to be accountable
- Use WIIFM (what's in it for me) to motivate them and relate to their intrinsic motivation.