

Development Suggestions for Accountability

Suggested Readings

Title	Author/Publisher	Learning Mode
Zapp! The Lightning of Empowerment	Byham, William C. Ph.D / 1988 / Harmony Books	Book
The Leadership Challenge	Kouzes & Posner	Book
The Accountability Revolution: Achieve Breakthrough Results in Half the Time	Samuel, Mark and Barbara Novak/ 2001/ Facts on Demand Press	Book

Tips

1. Follow up with those who question your decisions to understand their concerns and to explain the reasons for your decisions.
2. Resist the urge to rationalize away poor outcomes; look for the root causes.
3. Don't gloss over or ignore things that have gone wrong in your department. Report the situation as accurately as possible to the appropriate people.
4. Be aware of the goal and what you must accomplish. Accept the goal as something you are willing to work for.
5. If you have trouble following through on projects, list any obstacles impeding your progress and determine if it's possible to address them.
6. Break challenging or large tasks into smaller, manageable tasks.
7. Take responsibility for achieving the goal (i.e., adhering to timelines, meeting deadlines, delivering quality products).
8. Don't blow mistakes out of proportion. When you realize you have made a mistake, ask yourself, "What are the implications of my error?"
9. Set up the standards of performance that will be used to evaluate the results and the specific times when reporting and evaluating will take place.
10. Take responsibility for your mistakes.

Activity

1. Conduct an attitude check. Listed below are common attitudes and behaviors. Read each statement and circle the number on the rating scale that best describes you. Reflect on your answers and brainstorm some actions you could take to improve your responses.

	Never		Usually		Always
When someone disagrees with me, I don't take it personally.	1	2	3	4	5
I look at mistakes I make as learning experiences.	1	2	3	4	5
When I begin to feel defensive about an issue, I think it's important to take a brief time-out.	1	2	3	4	5
When a result falls short of my expectations, I take responsibility for my share of it.	1	2	3	4	5
When someone criticizes me, I ask for more information.	1	2	3	4	5
When I'm criticized, I feel it's more important to understand where the other person is coming from than to convey where I'm coming from.	1	2	3	4	5
During an argument, I want my needs addressed respectfully.	1	2	3	4	5
In general, when I agree with a criticism, I admit my behavior was wrong.	1	2	3	4	5