

CREATING A CULTURE OF ACCOUNTABILITY

– SCALING UP

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CLICKER QUESTION



- SIZE OF BUSINESSES IN THE ROOM
 - 1-3 EMPLOYEES
 - 4-10 EMPLOYEES
 - 11-30 EMPLOYEES
 - 31-60 EMPLOYEES
 - 60+ EMPLOYEES
-

PART 1

- THE IMPORTANCE OF ACCOUNTABILITY

PART 2

- ACCOUNTABILITY IN LEADERS

PART 3

- BUILDING A CULTURE OF ACCOUNTABILITY

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TABLE DISCUSSION



WHAT DOES ACCOUNTABILITY MEAN TO YOU?

THE IMPORTANCE OF ACCOUNTABILITY



“ACCOUNTABILITY IS AN ASSURANCE THAT AN INDIVIDUAL WILL BE EVALUATED ON THEIR PERFORMANCE OR BEHAVIOUR RELATED TO SOMETHING FOR WHICH THEY ARE RESPONSIBLE.

whatis.com

THE IMPORTANCE OF ACCOUNTABILITY



“ACCOUNTABILITY IS AN ASSURANCE THAT AN INDIVIDUAL WILL BE EVALUATED ON THEIR PERFORMANCE OR BEHAVIOUR RELATED TO SOMETHING FOR WHICH THEY ARE RESPONSIBLE.

ACCOUNTABILITY VS RESPONSIBILITY

(a subtle but very powerful difference)

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ACCOUNTABILITY IN LEADERS



1. BE THE EXAMPLE

WHAT IS YOUR EXAMPLE?

Without proper
self-evaluation, failure
is inevitable.

John Wooden

ACCOUNTABILITY IN LEADERS

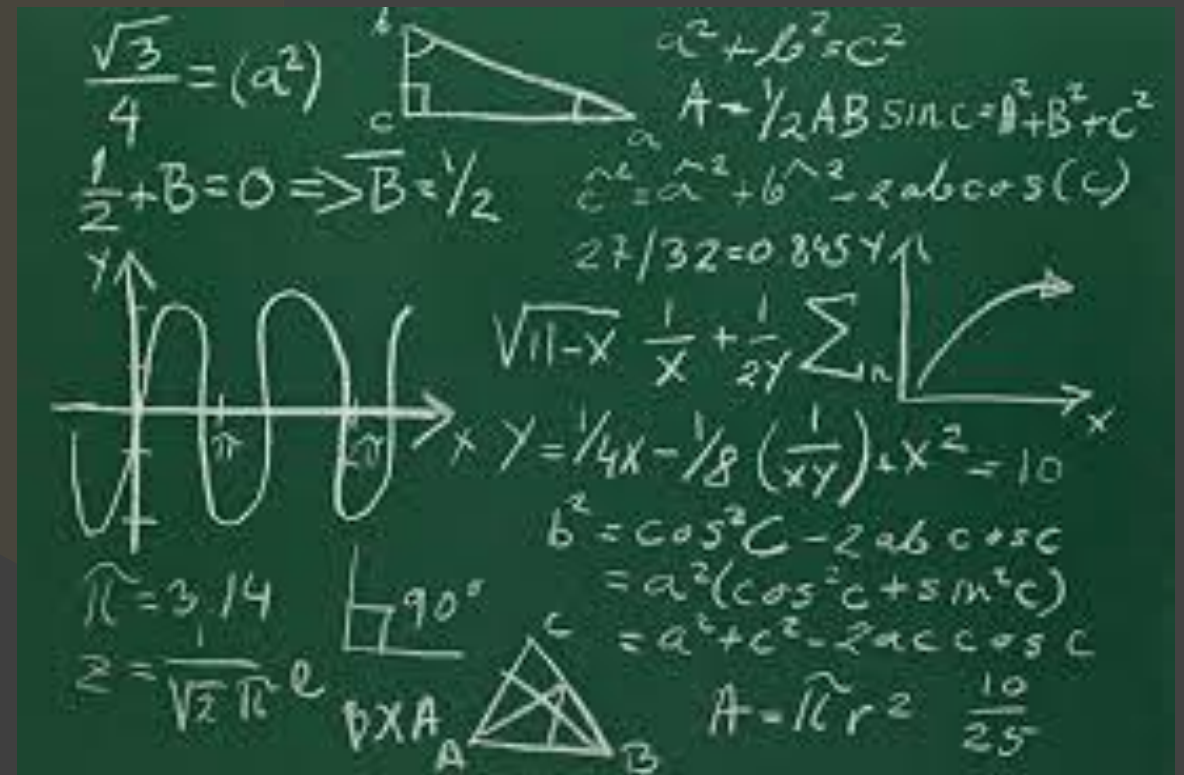
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1. BE THE EXAMPLE

- SHOW YOUR WORK





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ACCOUNTABILITY IN LEADERS

TABLE DISCUSSION



WHERE ARE YOU REALLY SHOWING UP AT THE MOMENT AS
“BEING THE EXAMPLE” IN YOUR BUSINESS?

TABLE DISCUSSION



WHAT HAVE YOU NOTICED YOU MIGHT WANT
TO DO DIFFERENTLY IN ORDER TO
“BE THE EXAMPLE”?

ACCOUNTABILITY IN LEADERS

1. BE THE EXAMPLE

2. GET A COACH





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BUILDING A CULTURE OF ACCOUNTABILITY



1. BUILDING YOUR MANAGEMENT TEAM

1. VALUES AND VISION

2. EXPECTATIONS

3. FEEDBACK



BUILDING A CULTURE OF ACCOUNTABILITY



1. BUILDING YOUR MANAGEMENT TEAM

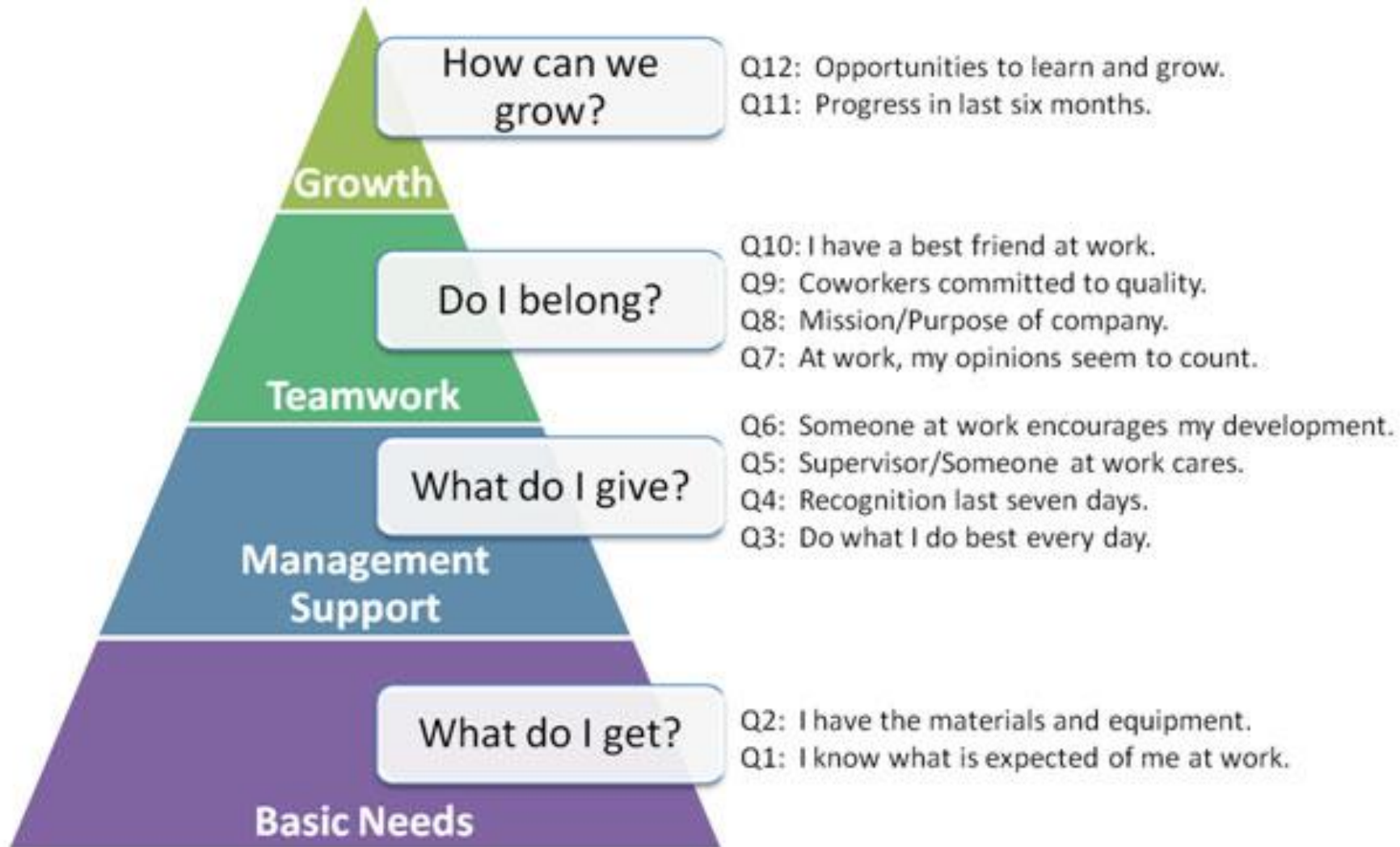
1. VALUES AND VISION

2. EXPECTATIONS

3. FEEDBACK



Gallup Engagement Hierarchy



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BUILDING A CULTURE OF ACCOUNTABILITY

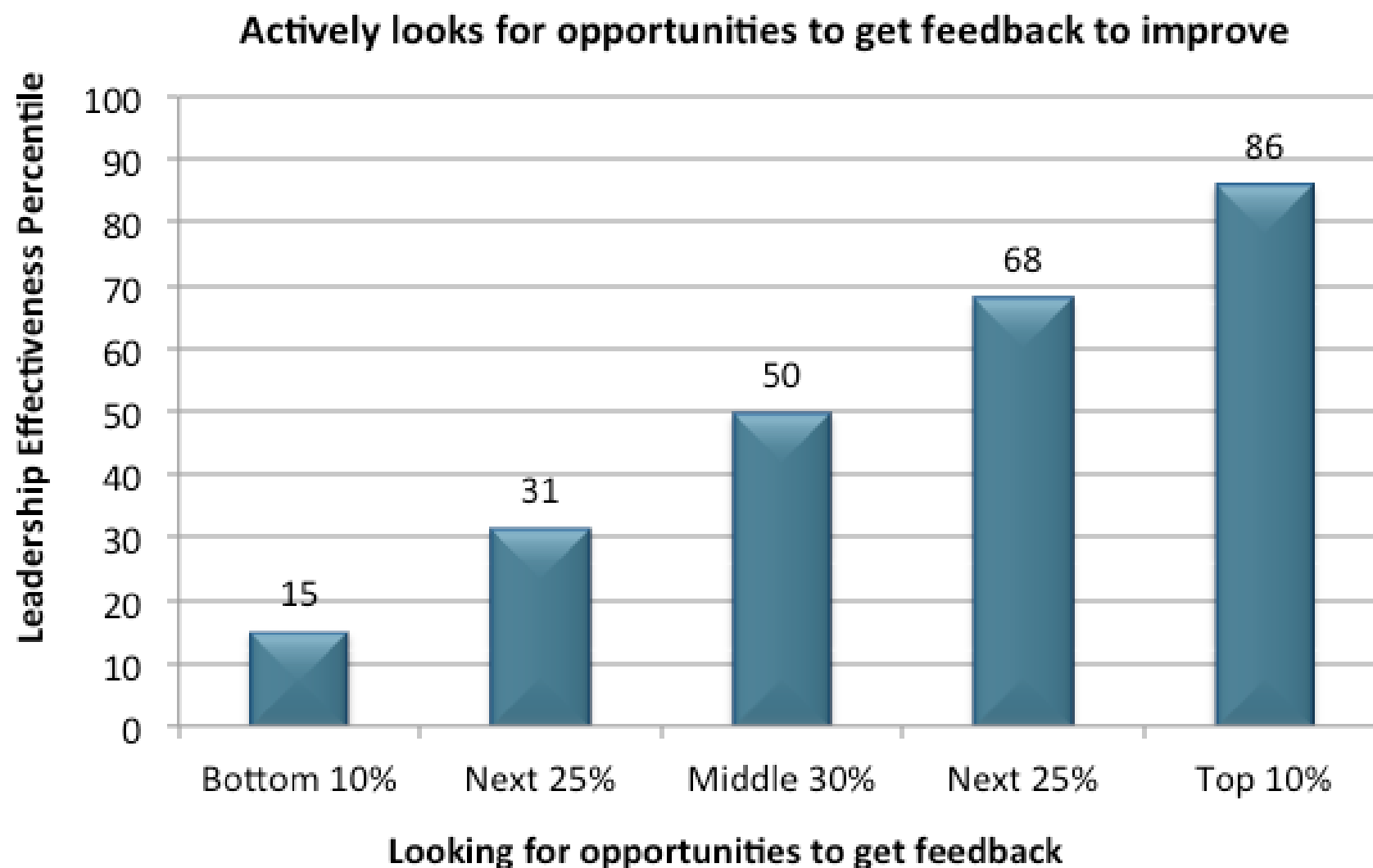


1. BUILDING YOUR MANAGEMENT TEAM

1. VALUES AND VISION

2. EXPECTATIONS

3. FEEDBACK



DO YOU NEED TO HAVE ANY CONVERSATIONS INTERNALLY
TO ADDRESS ACCOUNTABILITY WITH YOUR EMPLOYEES?

WITH GREAT POWER COMES GREAT
RESPONSIBILITY / ACCOUNTABILITY....



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