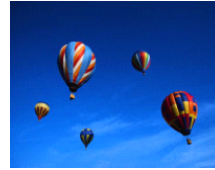


HARNESS THE POWER OF CHANGE



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Stages of Accountability: Take Action—Get Results

We usually think of accountability as someone or something to *control*. The word accountability typically comes up in response to blame, fault, red tape, but also in response to good things such as paperwork. This month's change tip is on accountability and how to get **control over one's own actions**. In order to get a handle on accountability, we will look at the process. Who is responsible? Something needs to be done, and someone needs to do it. Good responsibility is a way of thinking about what you will do. Vague tasks are part of the problem here, so get a clear agreement.

1. **Task** - What do you want to do?
2. **Ownership** - Who will do it?
3. **Results** - What do you want to see happen?
4. **By When** - By when...Wed. at 5 pm

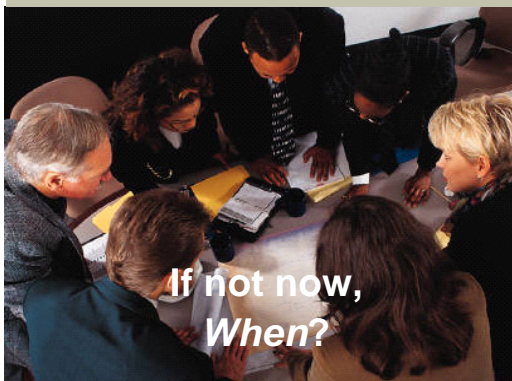


This works in groups or families, but avoid the *we syndrome*, which decreases responsibility, because there is no clear owner. **Responsibility** is a before-the-fact mindset of ownership of a task. While *shoulds* are in the past, and are about blame. When someone says they own a task it is a powerful spoken or mental activity--so if you don't get it (managers, parents, and group leaders) then you can't expect results from others. What helps (with self or others) is to consider the benefits to you, new skills, recognition, etc. or with others, think through why the task might be a good fit for the person you are assigning it to (make sure you have the authority to **assign**).

Empowerment is taking personal action in order to ensure an agreed upon result. This can sometimes get confusing. Authority can be given, but empowerment comes from within. We can help others to accept responsibility by getting clarification for *how* they will go about getting the job done.

Accountability on the other hand, is a personal willingness, after-the-fact, to answer for results of your behavior and actions (regardless of how things turn out). Bottom line, we have a choice as to whether we are controlled by others and circumstances or whether we take responsibility for the process.

Empower Your Life!



At a Glance

Clear agreement has a role in all of the stages of Accountability, and it is the glue that holds projects together.

- Focus on what was agreed upon at the beginning.
- Stay with what needs to happen now and problem solving.
- By bi-passing blame you have the energy to problem solve and fix it.

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