Creating a Culture of Accountability™
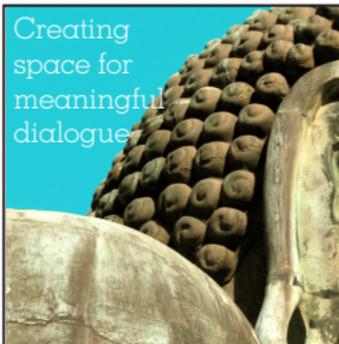

Creating space for meaningful dialogue

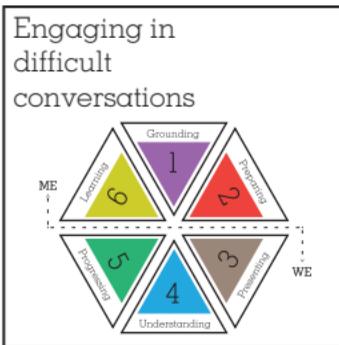Designing a feedback-rich environment

What went well?
What was tricky?
What would you do differently?

Would you like feedback from me?

What I thought went well ...
What was tricky ...
What I would do differently...

Engaging in difficult conversations

Grounding
Possibilities
ME
Learning
Possessing
Understanding
WE

1
2
3
4
5
6

Clarify expectations

Negotiate priorities and process

Measure outcomes

next

Creating a Culture of Accountability™

A culture of accountability is not created by the boss (although every leader has a role to play) and it is not created by the senior team

(although they have a role to play too). A culture of accountability is the creation, and the responsibility, of every enterprise contributor.

All contributors must create space for meaningful dialogue, with peers, project colleagues, direct reports, and leaders. Accountability requires the common context and mutual understanding which do not arise from reading the same memo. All contributors must seek and offer feedback. All contributors must have difficult conversations when needed (or their absence will be the black hole into which accountability disappears).

Task by task, all contributors must clarify expectations, negotiate priorities and process, and measure outcomes. Exactly what is to be done? Exactly who will do which pieces, how, when, and with what support? Exactly what was and was not yet accomplished? This is the due diligence of accountability. Success is at stake, for individuals and the enterprise.