

Accountability Process Worksheet

Accountability requires that we move ourselves and those we lead from “learned helplessness;” the belief that we are victims of our circumstances and have no control. It’s also about leadership setting a clear picture of expectations and moving employees through a learning process which ends in achievement of an outcome (small or large). The worksheet below is designed to stimulate thinking about what a leader is and is not doing to support the learning process and achieve accountable employees and workplaces.

The Situation: What challenge are you experiencing as it relates to accountability?

Establish clear expectations

Seek mutual commitment

Hold people responsible for commitments

Have I established clear expectations for this project or situation?	Have I provided a forum for an open, honest discussion about the commitment, or any concerns or questions the employee(s) might have?	How have I followed up?
Do I need more information in order to communicate to my employees?	Have I allowed my staff to actively participate in discussing the problem, creating solutions, and defining expectations?	Has the commitment been fulfilled? Yes No In Progress
Have I allowed for open, honest communication, development of expectations and next steps?	Can my employees articulate “why” we are doing this?	If yes, have you given appropriate recognition to the employee (s)?
Did my employees ask questions that would lead me to believe they understood the expectations?	Do I have buy-in regarding the situation? Are others supportive and understanding of the direction?	If no, have you asked a powerful question such as “What is keeping you from _____”?
If I asked my employees if they knew what was expected of them, could they tell me with accuracy and specify?	Have I established and co-created outcomes and/or consequences for what success looks like and what will be a next step when expectations are not met.	Are there any barriers that need to be removed so you can move ahead?
Would my employees feel safe to say that the expectations were clear or not clear to them?		Do I need to move to the next step? Is a performance management plan required?

