

Progressions Inc.

Sales Training & Consulting



Instilling Accountability

Developing people's talent and instilling accountability are two of the most important goals for any business today. Managers strive to help employees accept more responsibility and ownership in their jobs. In leadership accountability is the acknowledgment and acceptance of responsibility, for actions, products and decisions. By nature people are much more willing to "own" success than failure. To be accountable, one must be fully engaged and empowered to make their own decisions in line with company standards and direction.

To create such an environment that fosters greater empowerment leaders need to provide:

- Confidence – communicating respect for the individual's skills and abilities.
- Communication – transparency combined with frequency.
- Clear boundaries – formed by measurements, protocol and authority.
- Support – not micromanaging but trusting.
- Recognition – of initiative and responsible risk taking.

Managers should also support their employees with these helpful hints:

- Tell employees clearly what you need from them. Let them know the areas in which they are free to make decisions.
- Develop their decision – making skills and create a learning environment.
- Set achievable goals.
- Provide them with all the information they need to make decisions.
- Encourage them to share their thoughts and doubts among themselves and with management.

With accountability, we must consider a much deeper relationship between the employee and the work – one that transcends the trappings of responsibility that come with position. The employee who is accountable will make decisions and own the consequences of these decisions regardless of whether the results turn out to be positive or negative.

To create an atmosphere of accountability and empowerment leaders must work to remove any fears in making decisions through proactive communication. They must model the desired behaviors so employees recognize "what good looks like" and continuously reaffirm the actions they are looking for. When employees feel empowered, have a keen sense of direction, and support from their managers they naturally want to contribute more to the company. Accountability comes easily. It's a "win win " for company and employee!

Lynn Giuliani



Lynn Giuliani · Progressions, Inc.
P.O. Box 28172 · Bellingham, WA 98228
www.progressionsinc.net · (360) 733-6557



Lynn Giuliani · Progressions, Inc.
P.O. Box 28172 · Bellingham, WA 98228
www.progressionsinc.net · (360) 733-6557