

accountability

everyone accepting responsibility for their actions
and are empowered to expect the same from others



Accountability is an important concept to understand and practice for any working professional. Whether you're a manager, team leader, Admin/HR or employee, holding yourself and others accountable is a major cornerstone of effective workplace collaboration.

Accountability helps build more effective teams by creating a culture of trust, cooperation, and responsibility.

Accountability can be built by setting clear expectations and consistent enforcement of responsibility.

Individual accountability means showing up and setting out to accomplish the things you'd said you'd do. It's about taking personal responsibility for your work. It's also trusting in your teammates and knowing you can count on each other to get things done. At work, that might look like *owning a mistake* and sharing it as a learning experience or giving a presentation around your personal contributions and their impact.

Henry Evans, the author of *Winning with Accountability*, says accountability is "*clear commitments that in the eyes of others have been kept.*" Here, the phrase "in the eyes of others" is key. On teams, accountability isn't just about making and keeping commitments – it's also about transparency and sharing with teammates along the way.

When we make our commitments visible to our teammates (through daily check-ins and goal-setting), everyone is empowered to ask follow-up questions, check on progress, and help move work forward.

Employee accountability comes in all shapes and sizes. You demonstrate accountability in the way you speak to others, how you prepare for meetings and your leadership style. And the main difference between accountability and responsibility is that accountability focus on the **outcome** of a task – not who completes it.

It's impossible for an organization to thrive without accountability. Accountability is what gives deadlines and objectives meaning. If no one is held to task for falling short, then why try?

IMPROVE PERSONAL ACCOUNTABILITY

Be proactive rather than reactive It's easy to follow the same comfortable routine – but that won't help you become a more valuable team member. Being proactive means you're consistently evaluating your effectiveness and the strengths of your workplace.

Accept criticism Constructive criticism is an incredible tool. To be an accountable employee, you must be open to giving and receiving feedback, even if it's not always positive. Know that it's necessary for improvement.

Show up Arrive at the office ready to work. Team members who jump ship when things are tough or don't contribute much aren't as valuable. Show up to team meetings on time – maybe even ahead of schedule. Be ready to flex your skills and offer a hand when a coworker needs help.

Handle disagreements maturely Sometimes you won't see eye-to-eye with your team members. But whatever happens, remain calm as you unpack your feelings and reflect on your actions. Never insult your coworkers. In a mature disagreement, work out how you can do better moving forward to avoid a similar problem in the future.