

ACCOUNTABILITY NOW!

by Mike Scott

How to Create a Totally Accountable™ Workplace

Accountability:
Doing what you said you would do, as you said you would do it,
when you said you would do it - PERIOD!

AGENDA

Meeting Purpose: To have the Totally Accountable™ workplace you're paying for every payday

Intended Outcome: Enhance your skills for creating the workplace you're paying for every payday

Four Systems to Build the Totally Accountable™ Workplace:

- Zero tolerance for non-accountability
- Proactively setting up total accountability
- Insist on results with no surprises
- How to deal with surprises of non-performance

Deal with parking lot issues

Confirm action steps

TAS Forms



Accountability Feedback Form:





NOTES

Date: _____

RANDOM THOUGHTS

ACTIVITY	DUE DATE	DONE!
_____	_____	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>

What Am I Tolerating?

Tardiness

What is this costing us? _____

Mistakes (Non-developmental)

What is this costing us? _____

Forgetting

What is this costing us? _____

Rework

What is this costing us? _____

Misunderstanding

What is this costing us? _____

TAS Forms:





Levels of Accountability

Date: _____

Personal Level 0 – 100% _____

Internal Level 0 – 100% _____
(What is this costing us)?
(Internally across all departments)

Customer Perceived Level 0 – 100% _____

TAS Forms:



QR Code for Company Accountability:



ACCOUNTABILITY QUOTES AND RECOMMENDED READING

Quotes:

"Don't cheat your people out of the opportunity to win because of your discomfort holding people accountable."
- *Michael Canic*

"On good teams, coaches hold players accountable; on great teams, players hold players accountable."
- *Joe Dumars, Detroit Pistons*

Nothing will kill a great employee faster than watching you tolerate a bad one. - *Perry Belcher - Co-Founder, Digital Marketer*

If you want to improve, be content to be thought foolish and stupid. - *Epictetus (Greek Philosopher)*

"The problem isn't training your employees and losing them. The problem is *not* training your employees and *keeping* them." - *Zig Ziglar*

"The significant problems we have today cannot be solved at the same level of thinking with which we created those problems." - *Albert Einstein*

"Whatever is not communicated in any relationship, will control that relationship." - *Werner Erhard*

"How I do anything is how I do everything." - *T. Harv Eker*

"Whatever you tolerate, you get more of it." - *Peter Drucker*

"Whatever you are tolerating in your organization is becoming the culture of your organization." - *Allen Hauge*

"Those who are good at blaming others and making excuses are rarely good at anything else."
- *Benjamin Franklin*

"If it's predictable, it's preventable." - *W. Edwards Deming*

"The only difference between an excuse and a reason is the spelling." - *Tim Harwood, Decisive Communications*

"Those who failed to oppose me, who readily agreed with me, accepted all my views, were those who did me the most injury." - *Napoleon Bonaparte*

"You cannot talk your way out of a problem that you acted your way into." - *Stephen Covey*

"Accountability Builds Trust. Trust Builds Autonomy. Autonomy Builds Freedom." - *Jim Jelinek*

"It normally isn't people who fail. It's the underlying systems and processes that fail." -
W. Edwards Deming

"I'm not angry with you because you didn't keep your word. I'm sad because now I can't trust you."

"Procrastination is opportunity's assassin." - *Victor Kiam*

Video:

"Make your Bed" - *Retired Admiral William McRaven's Talk to the University of Texas Graduating Class of 2014:*



Recommended Reading:

- Checklist Manifesto - *by Atul Gawande*
- Good to Great - *by Jim Collins*
- It's Your Ship - *by Captain D. Michael Abrashoff*
- Flawless Execution - *by James Murphy*
- The Five Dysfunctions of a Team: A Leadership Fable - *by Patrick Lencioni*
- Traction-Get a Grip on Your Business - *by Gino Wickman*
- Dig Your Well Before You're Thirsty: The Only Networking Book You'll Ever Need - *by Harvey Mackay*
- Einstein: His Life and Universe - *by Walter Isaacson*
- Who's Got the Monkey (Article) - *Harvard Business Review*
- T A Today - *Ian Stewart/Vann Joines*
- Self Leadership and the One Minute Manager: Increasing Effectiveness Through Situational Self Leadership - *Ken Blanchard, Laurence Hawkins, and Susan Fowler*
- How Come Every Time I Get Stabbed in the Back My Fingerprints Are on the Knife - *Jerry B. Harvey*
- The E-Myth Revisited: Why Most Small Businesses Don't Work and What to Do About it - *Michael E. Gerber*
- Influencer - The New Science of Leading Change - *J. Grenny, K. Patterson, D. Maxfield, R. McMillan, A. Switzler*

Strategic Work Versus Tactical Work:

Strategic Work: The work that moves the organization forward towards the vision, mission and strategic plan.

Tactical Work: The work that keeps the organization operating.

Tech Support Tools*:

- **Book:** [You Can Count on Me](#) *by Mike Scc*
- **Software:** Microsoft Outlook (Tasks); TaskTask (Syncs Outlook Tasks with your Smartphone); Google (Tasks); Evernote; WeekDone; Todoist; Trello; Asana; Basecamp; OneNote
- **Smartphone Mobile Apps:**
 1. *ToodleDo* (all devices)
 2. How to eliminate or to handle "*Got a Minute*" properly (Click QR Code to See Video)



Accountability Feedback Form:



TAS Forms:



**Scan QR Code with Mobile Phone Camera or QR Code Reader*

Pocket Reference for

How to Create A Totally Accountable™ Culture

Accountability Defined: Doing what you said you would do, as you said you would do it, when you said you would do it - PERIOD!

Key Elements for Creating a Totally Accountable™ Outcome:

- Give and get agreed-on due dates and due times for completion of all delegated work
- Repeat or paraphrase all verbal requests
- Insist on results with no surprises
- Keep track of all delegated work
- Be the model of accountability in all areas of your life

Leader: One who does all they can to help an organization reach its goals by helping bosses, subordinates, peers, employees, co-workers, customers, vendors, and everyone else, with whom they have contact, be as successful as possible.

Never ask "Why" when something is not done, instead ask in the following order:

- "What are your next steps to get that done?"
- "When are you going to do that?"
- "Can I count on you for that?"

What to say when someone says...

"No"	"You can always tell me 'no', but you have to give me a solution about how it will happen anyway."
"I'll Try"	"I know you're going to try, but what I want to know is can I count on you for the results?"
"I Said I Would Try"	"Let's deal with the obstacle now."

Totally Accountable Systems™ (800) 990-6540 www.TotallyAccountableSystems.com

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The Three Gold Medal Habits (to achieve Total Accountability)

- 1) Give and get agreed-on due dates and due times for completion of all delegated work.
- 2) Repeat or paraphrase all verbal requests.
- 3) Insist on results with no surprises.

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*"If your goals are larger
than your need to be liked
then you will reach your goals;
If your need to be liked
is larger than your goals,
then your goal will become
the need to be liked."*

-Peter F. Drucker

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