

# The Resourceful Manager's Accountability Checklist

Creating, or enhancing, a culture of accountability requires a focused and organized approach. Here's a checklist to help you get started, and stay on track.

- 1. Hire qualified applicants
- 2. Develop a company goal that can be clearly communicated and repeated easily
- 3. Align employee efforts with the company goal
- 4. To earn long-term accountability commitment from employees provide them with
  - o Fair compensation
  - o Job security, and
  - o Growth opportunities
- 5. Allow employees to direct their own work
- 6. Provide frequent learning opportunities
- 7. Give them the opportunity to do meaningful work
- 8. Give meaningful feedback
- 9. Avoid using bonuses and incentives to drive accountability
- 10. Prevent blame-game culture by leading by example
- 11. Find solutions, not blame
- 12. Measure, mark and celebrate progress
- 13. Be involved as a manager most during the planning and review stages, and least when the employee is working toward task completion
- 14. When an employee doesn't reach desired results:
  - o Check if feedback given to the employee has been specific enough
  - o Provide coaching with an action plan
  - o Require the employee to monitor and report their own performance
  - o Look for consistent improvement

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(continued)

- 15. As a manager, practice the accountability you want from employees:
  - o Ask yourself: "What more can I do?"
  - o Encourage feedback
  - o Provide feedback
  - o Continually improve upon existing processes, and
  - o Focus on what you can change instead of what's out of your control.
- 16. Encourage employees to respectfully point out problems to co-workers
- 17. Encourage employees to report problems quickly
- 18. Show employees it's OK to speak up. Give them examples of when an employee spoke up and something good was accomplished.