

ADAPTING TO ACCOUNTABILITY



Set clear expectations, and document them

The first step in team accountability is making sure your team knows exactly what's expected of them individually and collectively. A great way to do this is to use a RACI matrix for big projects.



Make everyone responsible for team meeting agendas

Nothing is worse than being the only one talking in a meeting that you set up. If that sounds like how your team meetings run, take a step back and give your whole team power to control the agenda.



Assign tasks to individuals

It sounds counterintuitive to talk about increasing team accountability, and then encourage assigning tasks to individuals...right? Not really.



Follow-up

In emails, in meetings, in chats...always, always follow-up. As a manager, aside from setting the expectations for your teams, this is the second most important thing you can do to impact team accountability.



Adopt an “embrace mistakes” mantra

Encourage your team to own their mistakes and failures, learn from them and move on. Eliminate all games, “he said she said” attitudes or shirking responsibilities within the team.



...but make sure there are consequences

If something doesn't get done, and nothing happens, was it really ever that important to do in the first place? Establish a team dynamic where everyone is clear on what happens when goals and targets are not met. It's not a scare tactic, but it should be something the team is aware of.



Reward wins

Recognition in the workplace is still one of the biggest employee engagement factors. Build team accountability by rewarding and recognizing wins within the team and as a team. Studies consistently show that recognition is key to employee drive, motivation and retention.



Practice what you preach

“Lead by example”...“Practice what you preach”...there are a dozen cliché quotes with the same sentiment, but what it boils down to is this: be the model for what you want your teams to do. This means owning up to your own mistakes, taking responsibility for your actions and being clear with your team on your accountabilities.



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