Intern Forum #2: Accountability

Participant Workbook

Table of Contents

Introduction

Objectives

- Participants will be able to define **Accountability**, understand responsibilities of **Self-Management** and **Time-Management**, and learn how to implement strategies and tools to become more accountable.

Agenda

- What is Accountability?
- Self-Management
- Time-Management
- Developing Tools for Self-Management and Time-Management
- Accountability Practical Exercise

Chat Question

What is your definition of Accountability?

Accountability

Accountability is taking responsibility and ownership for your decisions, actions, and results. This competency applies to all employees regardless of career path, technical community, area of expertise, or grade level.

Source: WFD Continuum

Responsibility vs. Accountability

- **Responsibility**: Task-oriented
- **Accountability**: Answerability for those tasks

Here is an example:

The USS Port Royal, a U.S. Navy guided missile cruiser,

- Grounded off Oahu, Hawaii
- The Navy investigation found several problems including sleep deprivation, broken equipment, and an inexperienced/dysfunctional bridge team
- Authority and responsibility can be delegated but Accountability cannot be delegated
- If you delegate the responsibility to complete a task, you still are accountable

Here is another example:

- Waiter:
    - Responsible for taking your order, delivering your food, customer service

- Restaurant Manager:
    - Accountable for overall customer satisfaction

Use the space provided here to capture your thoughts.

What Does Accountability Look Like?

Here is what accountability looks like at NAVFAC. Professionalism is the conduct or qualities that characterize a professional. You demonstrate this professionalism in various daily activities, such as:

- Answering the phone
- Responding to emails
- Dressing appropriately
- Carrying yourself with confidence
- Staying mindful of who you represent
- Taking responsibility for your actions
- Ensuring high quality work

The Foundation of Accountability

Build on a Solid Surface

- Maintain a positive attitude
- Own mistakes
- Avoid blaming others
- Turn fear into opportunity
- Stay on target and focused
- Self-manage

Putting the Pieces Together

- Define and explain
  - o Self-Management
  - o Time-Management
- Connection of Time-Management and Self-Accountability
- Roles and responsibilities of Self and Time-Management
- How tracking can help

Use the space provided here to capture your thoughts.

Self-Management

Self-management is defined as the management of or by oneself; the taking of responsibility for one's own behavior and well-being. Three areas to look at are self-control, self-regulation, and self-accountability.

- Self-Control
- Self-Regulation
- Self-Accountability

Chat Question

What is your definition of Time-Management?

Time-Management

Time-Management is the ability to use one's time effectively or productively, especially at work. The key elements needed are:

- Organization
- Prioritization
- Planning
- Execution of task
- Quality of work

Navigating through Accountability

Now let us discuss navigating through accountability.

1. Get crystal clear – "manage"
2. Avoid task hopping – "focus"
3. Be flexible – "avoid distractions"
4. Deadlines are your friend – "limit"

Connection Strategies

Top Three Ways to Be More Effective:

- Prioritize your daily, weekly, and monthly tasks

- Learn to say "no"
- Recharge your batteries

Use the space provided here to capture your thoughts.

```



```

Roles and Responsibilities of Self and Time-Management

Roles	Responsibilities
• Self-manager • Task leader • Team member	• Know your timelines and expectations • Time audits • Plan for and estimate time properly • Ask questions, as needed • Know policies

Chat Question

What are some practical ways you can take charge of your career in the areas of self or time-management?

```



```
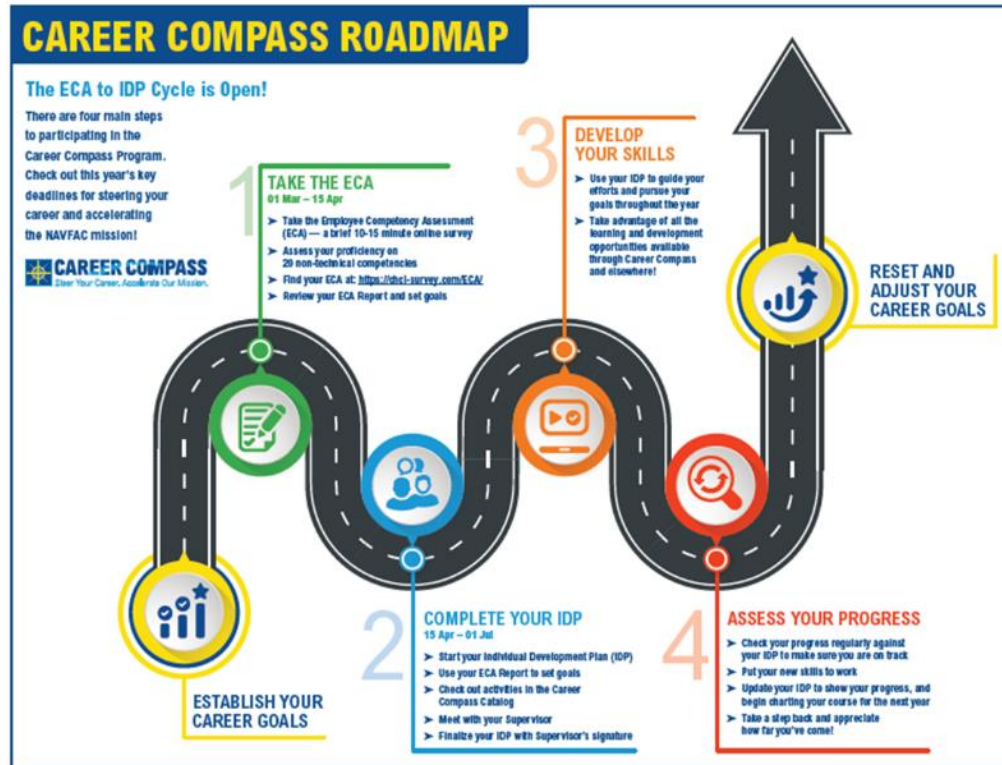
Why Time & Task Tracking Helps

- **Increased Productivity**
    - Sense of urgency
    - Avoid distractions
    - Stay focused on one task

- **Increased Accountability**
    - Work well with others
    - Raised awareness of contribution
    - Seek insights on how to improve

- **Increased Transparency**
    - Visibility on all tasks and due dates
    - Openly share areas for improvement
    - Trust others on team

Chat Question

What is a best practice you can share on how time and/or task tracking is helpful?

Study Results

- How to improve time management skills

- Build accurate self-awareness skills

- Recognize preferences

- Identify and prioritize skills to improve

Awareness skills:

- Peak performance time

- Treat your time like it is money

- Try timing-up

Arrangement skills:

- Calendar app

- Schedule protected time

- Reduce underestimation errors

Adaption skills:

- Try "habit stacking"
- Create contingency plans
- Reduce time wasters

Use the space provided here to capture your thoughts.

Developing Tools

- Setting standards of Time-Management
- Development of Self-Management needs
- Tracking mechanisms used for Time-Management
- Time-Management skills

Setting Standards of Time-Management

Standards defined:

- A standard is the reasonable expectation of time-management
- Time-management is the coordination of tasks and activities to maximize the effectiveness of an individual's efforts
- The purpose of time-management is empowering people to get more, and better work done in less time

Who sets standards?

- You
- First line supervisor
- Senior management

Self-Management Needs

Developing Standards in Self-Management

- Define the standards you want to meet
- Ensure you and your supervisor know the standards

Establish a Priority of Tasks

- What needs to be completed
    - Now or later today
    - Tomorrow or next week
    - Next month or next year

Negotiation of Priority Setting

- When you have your schedule, be ready to discuss with your supervisor to ensure your priorities align with senior leaders

Tracking Mechanisms for Time-Management

- Simple "to do" lists
- Calendar app on phone or computer
- Smart phone reminders
- Tablet with calendar reminders
- Blocking off chunks of time to complete specific tasks

Chat Question

What other mechanisms could be seen as a best practice in tracking time-management and why?

Accountability Practical Exercise (PE)

Alex is a new hire on the Logistics Team. He was given a task to make phone calls to some new potential vendors on Friday morning. The following week, Alex's supervisor (Susan) followed up to see how the calls went only to find out that the Alex had not made the phone calls yet.

Susan was frustrated and unsure of what to do about the situation.

Scenario Guiding Questions:

- If you were Alex's supervisor, how would you handle it?
- Looking at the scenario, are there any things that were unclear in the task or should have been clarified?
- Do you see any issues from Alex or Susan from a self-management and/or a time-management perspective?
- What do you think Alex and Susan should have done differently?
- How would you help Alex and Susan learn from this situation?

Use the space provided to capture your response.

Team spokesperson:

- How would you handle the situation?
- Anything that was unclear about the task or should have been clarified?
- Do you see any issues from Alex or Susan from a self-management and/or a time-management perspective?
- What do you think Alex and Susan should have done differently?
- How would you help Alex and Susan learn from this situation?

Use the space provided to capture your response.

Final Reflection

- What can you do today to make yourself more accountable?
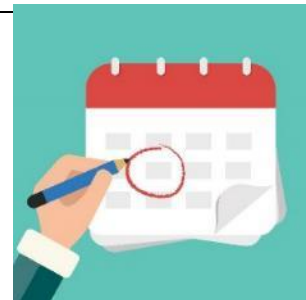- What actions can you take to help the team become more accountable?

Use the space provided to capture your response.

Key Takeaways

What are some of the key takeaways from today's course?

Save the Date – Next Intern Forum

- Session #3 – Problem Solving
- Thursday June 30th
- 1pm – 3pm EDT

Contact Information

BD17 Contact Information: Write to us! We are always seeking to improve our learning and development products and encourage your feedback. Please email us with your suggestions and we will incorporate them into future work. Additionally, we are

available to answer any questions about the content you may have and provide additional resources to support your learning endeavors.

- Naval Acquisition Development Program (NADP) Interns: NAVFAC_NADP.fct@navy.mil

- Professional Development Center (PDC) Interns: NAVFAC_PDC.fct@navy.mil

- For learning and development questions, contact your local BD17 representative or contact HQ's BD17 at NAVFACHQTotalForceDevelopment@us.navy.mil

- Command BD17 Contact List:

COMMAND	NAME	EMAIL
EURAFCENT	Peter Arnold	peter.l.arnold2.civ@us.navy.mil
Engineering and Expeditionary Warfare Center (EXWC)	Jill Stein/Jill Haralson	jill.a.stein2.civ@us.navy.mil / jill.v.haralson.civ@us.navy.mil
Far East	Allan Bourbina	allan.m.bourbina.civ@us.navy.mil
Hawaii	Edward Kaimihana	edward.d.kaimihana.civ@us.navy.mil
Headquarters	Kelly Shriner	kelly.r.schriner2.civ@us.navy.mil
Atlantic	Lori Bowen	lori.a.bowen8.civ@us.navy.mil
Marianas	Therese Hocog	salomae.t.hocog.civ@us.navy.mil
Mid-Atlantic	Sharon Reyes / Kent Conley	sharon.l.reyes.civ@us.navy.mil / kent.d.conley.civ@us.navy.mil
Navy Crane Center	Karen Hunt	karen.r.hunt.civ@us.navy.mil
Northwest	Sandy Jones	sandra.a.jones6.civ@us.navy.mil
Pacific	Shirley Goo	shirley.s.goo.civ@us.navy.mil
Southeast	Karey Maschio	karey.l.maschio.civ@us.navy.mil
Southwest	Diane Johnson	diane.i.johnson.civ@us.navy.mil
Washington	Raymond Law	raymond.e.law2.civ@us.navy.mil

Development Resources

Career Compass Resource Center: An online source of information that provides

NAVFAC civilian employees access to professional growth and development opportunities.

- https://www.navfac.navy.mil/ccrc

To access more content specific to the **Accountability** competency:

- https://www.navfac.navy.mil/Accountability

Career Compass Catalog: an online tool which provides you with information to help you take ownership of your professional development. It identifies options to assist in planning and creating a successful career path within NAVFAC.

- https://www.navfac.navy.mil/ccc