



Evaluate and Improve Your Team's Accountability Culture

Participant Workbook

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Introduction

Objective

You will be able to understand how to evaluate and improve your team's accountability culture.

Agenda

- What is accountability?
- Dealing with an accountability problem
- Seven ways to create a culture of accountability
- Steps to becoming a more accountable leader



What is Accountability?

Accountability is an obligation or willingness to accept responsibility or to account for one's actions.

-Merriam-Webster

“It is wrong and immoral to seek to escape the consequences of one’s acts.”

-Mahatma Gandhi

“Accountability breeds response-ability.”

- Stephen Covey

Dealing with an Accountability Problem

- Check yourself first
- Create a safe environment for transparency
- Instill clarity and mutual agreement on the way forward
- Setting others up for success
- Track and measure progress



Check Yourself First

- Is there anything I can do differently to help?
- Are there gaps in communication, process, or other areas?
- Self-awareness is a superpower
 - Reflecting helps you recognize any unhelpful patterns
 - Pay attention to your feelings
 - Be aware of your body language and non-verbal's



Create a Safe Environment for Transparency

- Approach the conversation from a place of curiosity
- Be mindful of your tone
- Ask questions geared toward growth and improvement
- Focus on learning opportunities



Chat Question

What are some accountability methods you have seen that effectively created a safe and transparent work environment?

Instill Clarity and Mutual Agreement on the Way Forward

- Recap what they have said
- Clarify your intentions and expectations
- Focus on the core of the issue
- Agree on the way forward
 - Setup for success
 - Contributions from both sides (Ownership)



Setting Others up for Success

- Set realistic expectations
- Create the Win-Win scenario
- Baby steps (short-term), Walking (mid-term), Running (long-term)



Track and Measure Progress

- Hold regular progress check-ins
- Create checklists
- Instill culture in project plans



Workbook Exercise

From the 5 elements on dealing with an accountability problem, order your level of competency (1=highest, 5=lowest)

How can you improve these areas?

- ***Check yourself first***
- ***Create a safe environment for transparency***
- ***Instill clarity and mutual agreement on the way forward***
- ***Setting others up for success***
- ***Track and measure progress***

Seven Ways to Create a Culture of Accountability

1. Be compassionate
2. Set clear expectations
3. Get mutual agreement
4. Provide support
5. Give feedback
6. Monitor progress
7. Analyze effectiveness



Be Compassionate

- Look for teaching moments
- Help your team grow during the process
- Keep your team motivated toward the end goal



Set Clear Expectations

- Desired outcome is crystal clear
- Outline required steps forward
- Discuss expectations directly with each individual
- Reinforce expectations to gauge understanding



Get Mutual Agreement

- Gain team member concurrence
- Create ownership through understanding
- Attain commitment toward adherence



Provide Support

- Equip team members to be successful
- Collaborate on what is needed
- Offer resources, as applicable

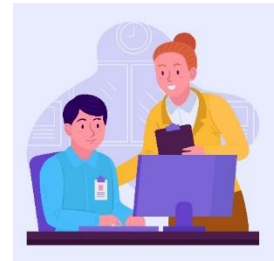


Chat Question

What ways can you provide support for your team members?

Give Feedback

- Communicate what is going right and what is going wrong
- Provide objective feedback and action-oriented discussions
- Keep each other accountable and on track



Monitor Progress

- Track successes
- Course correct as needed
- Be specific on short-term goals and ultimate goal



Analyze Effectiveness

- Review progress and achievements
- Create the right methods for collecting data
- Explain what went wrong or what can be done better



Chat Question

Of the seven ways to create a culture of accountability, which is the most challenging for you and why?

1. ***Set clear expectations***
2. ***Get mutual agreement***
3. ***Provide support***
4. ***Monitor progress***
5. ***Give feedback***
6. ***Analyze effectiveness***
7. ***Be compassionate***

Steps To Becoming a More Accountable Leader

1. Take a personal inventory
2. Get clear on outcomes
3. Take action
4. Learn and adjusts



Take a Personal Inventory

- List Strengths
- List areas for improvement
- Identify ego traps



Get Clear on End States

- List what you're accountable for
- Document where we're going
- Itemize the plan to get there
- Provide details on the expectations



Take Action

- Create a plan of action & milestones (POA&M)
- Detail the process for completing actions
- Track progress towards milestones
- Reiterate expectations along the way



Learn and Adjust

- Stay committed to learning along the way
- Expect the unexpected
- Adjust the plan as needed
- Failure is only failure if you don't learn from it



Workbook Exercise

From the steps to becoming a more accountable leader, which step do you think would help you become a more accountable leader?

- 1. Take a personal inventory***
- 2. Get clear on outcomes***
- 3. Take action***
- 4. Learn and adjusts***

Summary

Learning Objective: To understand how to evaluate and improve their team's accountability culture

- ✓ What is Accountability?
- ✓ Dealing with an Accountability Problem
- ✓ Seven Ways to Create a Culture of Accountability
- ✓ Steps To Becoming a More Accountable Leader



Final Reflection

What actions can you take now to improve your team's accountability culture?

Key Takeaways

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

Course Credit

You will receive credit for participating in this course. Email the address below. Make sure to include all the following information:

Component	Include in Email
Address	W_NAVFAC_PRTN_NITC_NFI_ADMINS_US@navy.mil
Email Subject Line	Self-Certification – Evaluate and Improve Your Team's Accountability Culture
Course Name	Evaluate and Improve Your Team's Accountability Culture
Course Completion Code	AS/pFy

Or, if you have a smart phone, you can simply scan the QR code below to generate the email with all the necessary information. If you use this method, please include your Navy email in the body of the email.



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.

- NAVFACHQTotalForceDevelopment@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/Careers/Career-Compass-Workforce-Development/Career-Compass-Resource-Center/>

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

- <https://www.navfac.navy.mil/Careers/Career-Compass-Workforce-Development/Career-Compass-Resource-Center/Competency-Development-Content/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/Careers/Career-Compass-Workforce-Development/Career-Compass-Resource-Center/Career-Compass-Catalog/>