

The Language of Accountability

To create a high-accountability culture, the appropriate language will elevate performance and improve your communication efficiency.

Hearing

Recognizing

Understanding

Speaking



In accountability cultures, everyone holds each other accountable for their commitments in a positive and productive manner.

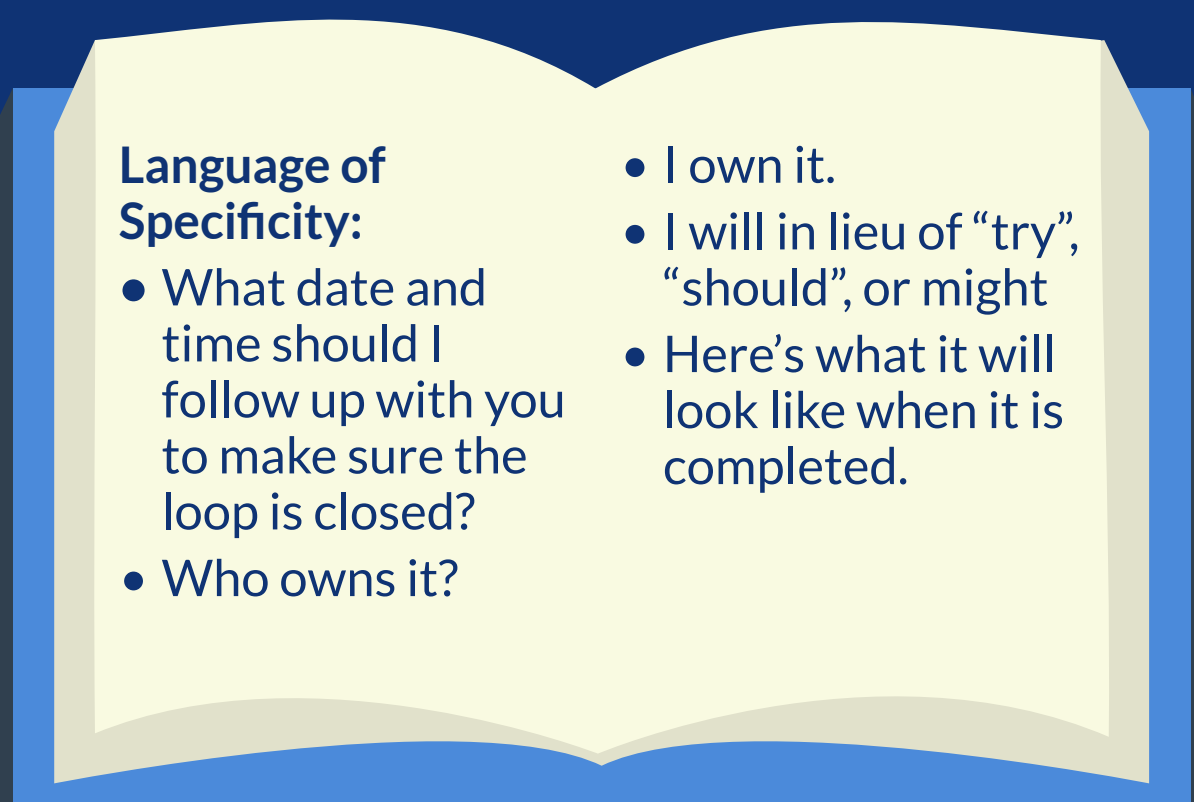
GLOSSARY OF FAILURE



HIGH-ACCOUNTABILITY LANGUAGE

Three most important rules in creating an accountability culture:

Specificity, Specificity, Specificity



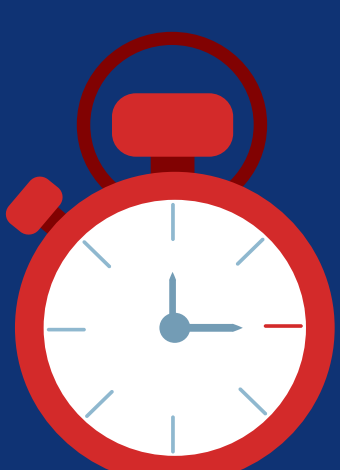
WITHOUT CLEAR EXPECTATIONS, PEOPLE ARE BEING PAID TO GUESS.

Wipe out the Glossary of Failure within your team...use the Language of Specificity.



- | | |
|--|---|
| Create clarity | Ethical |
| Bridge the gap with clear expectations | Recorded |
| Work S.M.A.R.T.E.R. | Remodel the situation |
| S pecific | Take responsibility, describe the desired outcome, and reflect understanding by asking for reflection for the other person. |
| M easurable | Take ownership |
| A ttainable | |
| R esults-Oriented | |
| T rackable | |

DEADLINES VS. TIMELINES



Deadline... when work is due



Timeline... when work gets done

In a Culture of Accountability, it's **when the work get's done that counts.** We need to know that, at the end of the day, **what we did get done is more important than what we didn't get done.**



VICTIM

- Blame Others
- Personal Excuses
- Wait, hope it gets better

ACCOUNTABLE

- Acknowledge Reality
- "Own it"
- Find Solutions

Accept **responsibility** for your **actions.**

Be **accountable** for your **results.**

Take **ownership** of your **mistakes.**