



Women's Leadership Summit



JUNE 2, 2022

Meet the presenter



Pat Atwal

My Journey

My Roles

Creating My Ideal Life



Agenda

1. What does accountability mean to us?
2. How can we create a culture of accountability?
3. Consistent Practices To Adopt
4. Additional Reading

Accountability = ?

The term accountability can create anxiety and lead to avoidance.

Employee Anxiety

Manager Anxiety

A performance review or a discussion about accountability can create fear and worry about what the discussion.

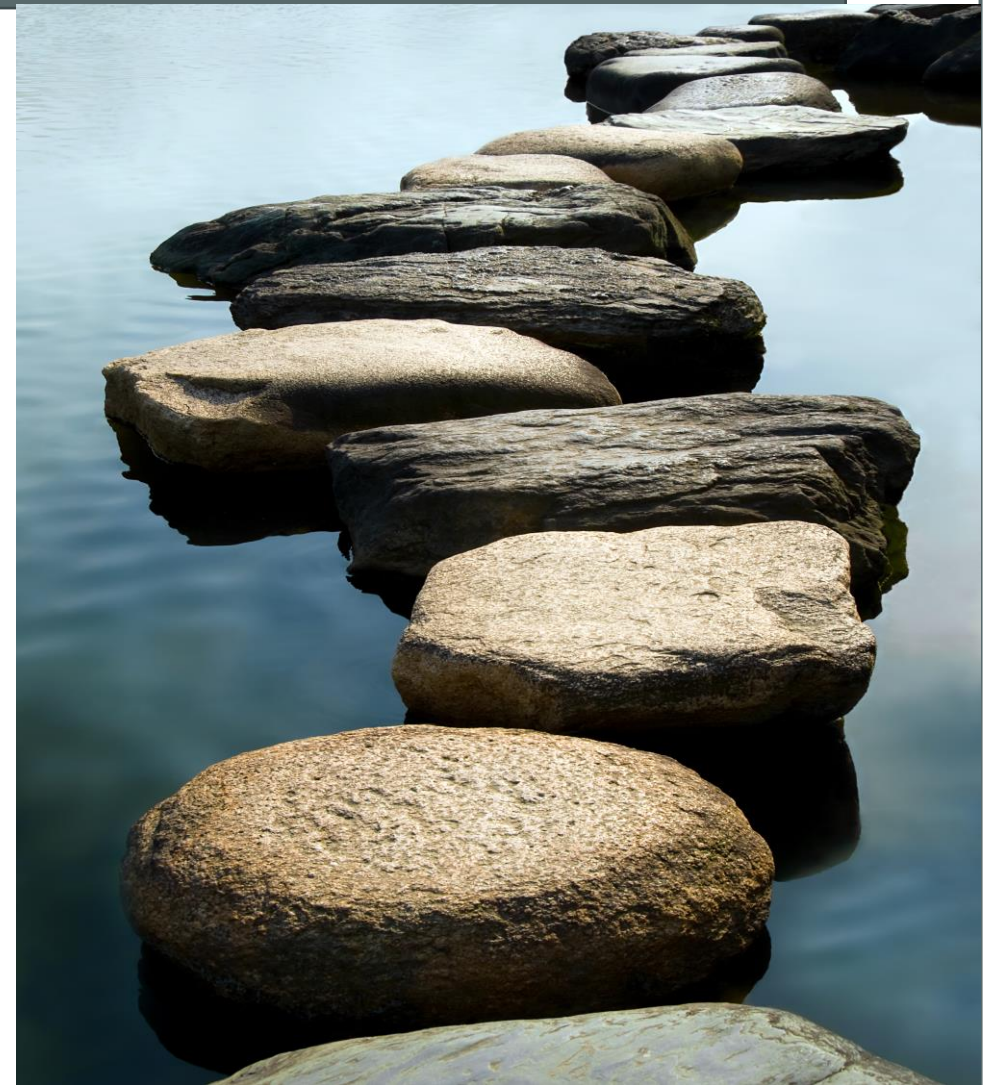
Accountability is a Process

Process that is characterized by:

- Clarity
- Communication
- Transparency
- Consistency
- Trust

Commitment to a set of practices:

- Weekly
- Monthly
- Quarterly
- Repeat & stay the course

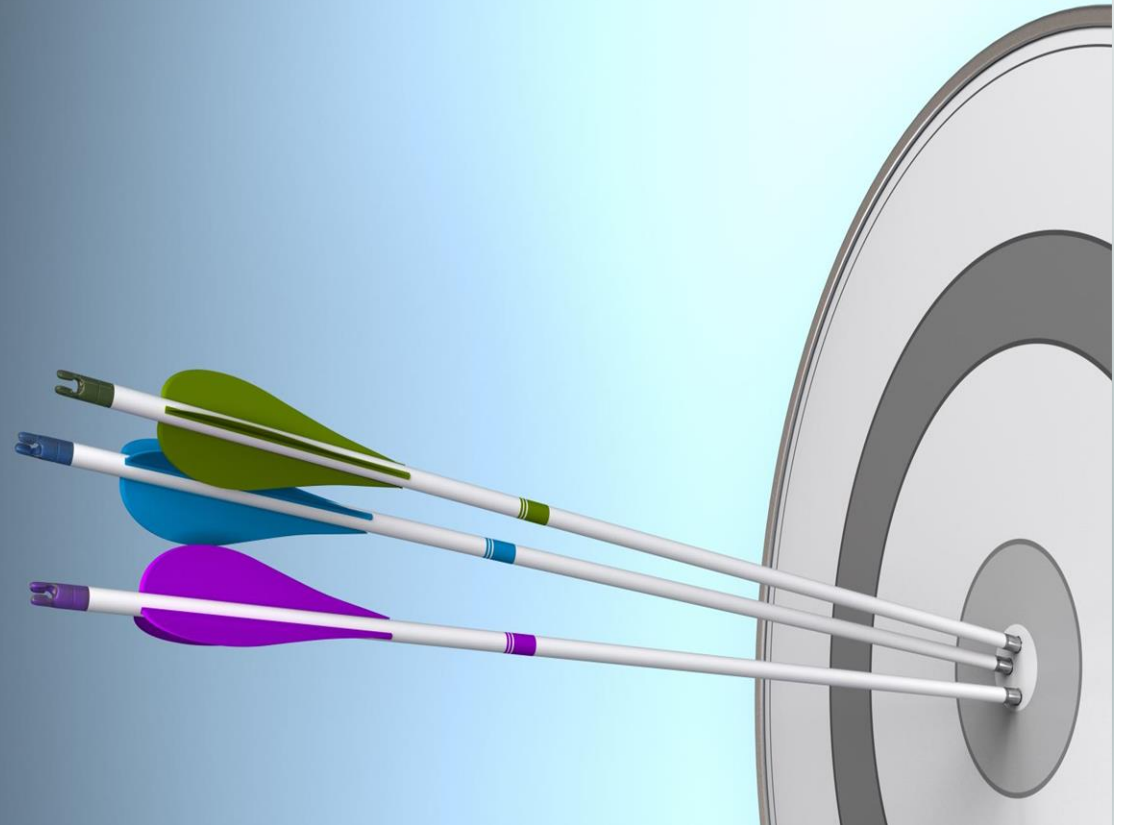


Where to begin

Start each quarter with 3 to 4 SMART goals for each team member.

- S** Specific
- M** Measurable
- A** Achievable
- R** Relatable
- T** Time Bound

Examples of SMART goals



Consistent, Predictable Meetings



Weekly Team Meetings

- Same meeting agenda
- Same day and time
- Same length

Meeting Agenda:

- Check-in
- Review dept KPI as compared to previous week
- Report on progress of SMART goals
- Customer or Employee News
- Review to-do or task list
- IDS – Identify, Discuss, Solve
- Conclude – recap To-Do List

Same Page Meeting – Monthly or Twice a Month

1:1 Meeting

Prescheduled – happens regularly

Agenda

Check-in: personal and professional

Create list of issues

IDS – Identify, discuss and solve the issues

Benefits:

- Builds the relationship
- Allows for disagreement without undermining or creating disrespect
- More open and honest communication
- In-depth discussion
- Coaching
- Efficient – not a group setting so you're not wasting the time of others



Employee 5-5-5 - Once a Quarter

Opportunity to make sure employee is happy with their role and still meeting your expectations

Informal conversation
Not a performance review

Agenda

- Person to person check-in
- Review Company Values
- Highlight 3 to 5 responsibilities they should be focused on every day
- Ask them how they are doing on those
- How are they doing with their SMART goals



Creating a culture of accountability takes time & patience

Manage your own expectations

- Some people will not be supportive despite what you have done to create clarity and may push back on your efforts. It may take time...

Practice accountability

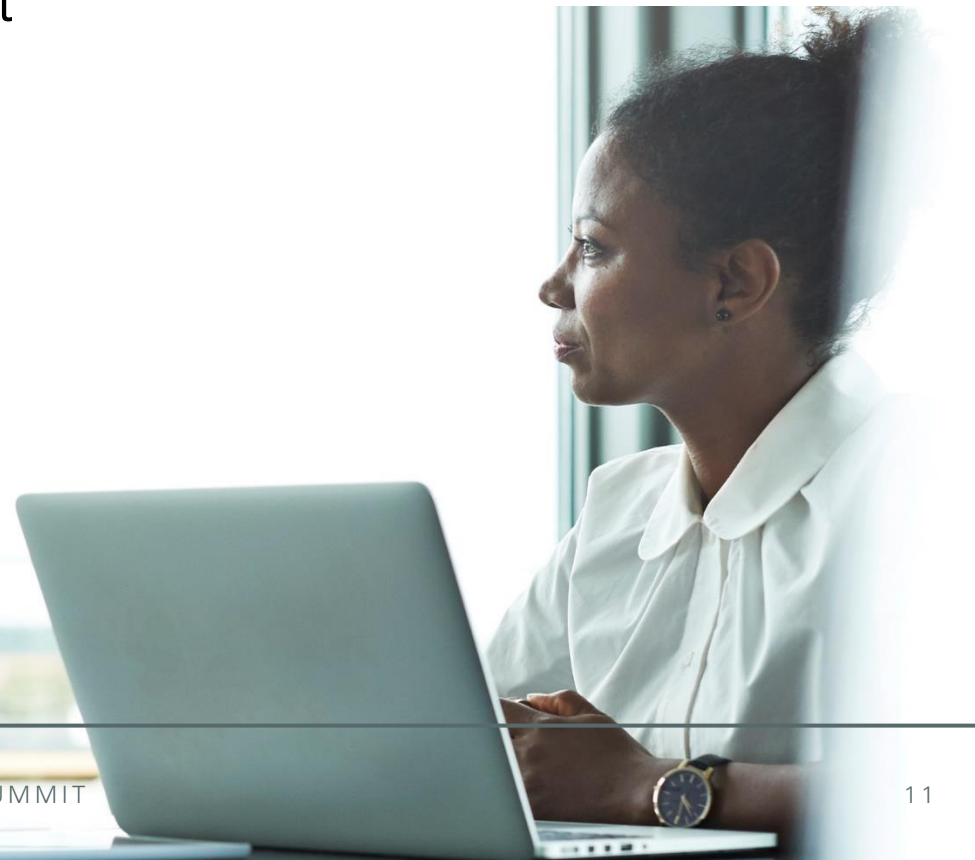
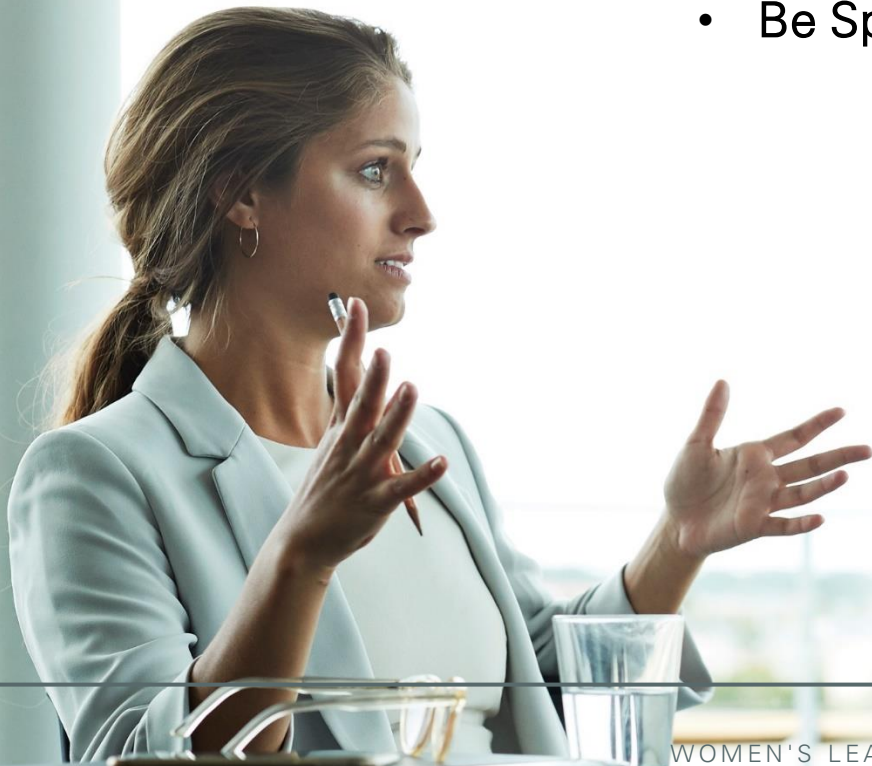
- If you take on a task make sure you complete it

Be prepared to take action if accountability remains an issue for someone on your team.

- Do not fear someone leaving the team.
- The conversation should not come as a surprise.

Accountability Discussion

- Psychological Safety
- Positive Intent
- Be Specific



Key Takeaways

Accountability is a process.

- Prescheduled meetings with predictable agendas.
- Agreed upon SMART goals.
- 1:1 feedback and discussion.

Additional Reading

The Coaching Habit by Michael Bungay Stanier

Radical Candor by Kim Scott

The Five Dysfunctions of a Team by Patrick Lencioni

Traction by Gino Wickman





Thank You!

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