

Accountability Model

How do you make accountability an essential part of your culture? First, you need to create a clear picture of what accountability means and for what actions everyone in your practice should be accountable. Your definition of accountability should be used to guide the communication and coaching you provide to your employees. Once you define accountability, you can support employees who are moving in the right direction, and have meaningful, explicit conversations with those who are struggling to get there.

What is Accountability?

Accountability means:

- focusing on **solutions** rather than just articulating problems
- thinking about the **future** rather than dwelling on the past
- taking **ownership** rather than blaming others
- being **proactive** rather than reactive



Leader's Toolkit

Accountability Model

Questions for Accountability

Use the questions below to help your employees develop an accountable mindset.

Solutions

Accountable employees focus on solutions rather than emphasizing problems. Use the questions below to help employees consider behaviors that are solution-focused.

- *How do you think we can solve this problem?*
- *What ideas do you have that may improve this situation?*
- *What would be your ideal outcome for this situation?*

Future

Accountable employees think about the future rather than dwelling on the past. Use the questions below to help employees consider behaviors that are future-focused.

- *How can we make improvements in the future?*
- *How would you do things differently moving forward?*
- *What is your definition for success in the next month? Six months? One year?*

Ownership

Accountable employees take ownership rather than assign blame. Use the questions below to help employees consider behaviors that focus on ownership and responsibility.

- *How would you like to do things differently next time?*
- *What contributions can you make in order to help this situation be different or better?*
- *How will you support that person or improve that situation?*

Proactive

Accountable employees are proactive rather than reactive. Use the questions below to help employees consider behaviors that are proactive.

- *How can you better prepare for this situation in the future?*