

Welcome to

How to Create the

Totally Accountable™

Workplace

Presented by Mike Scott

Promises of This Workshop

- Create a higher level of trust
- Eliminate rework (30)%
- Get more done with less stress

Accountability

Doing what you said you would do,
as you said you would do it,
when you said you would do it –
PERIOD!
(with no surprises)

My Word Is My Bond



Accountability

Accountability Builds Trust

Trust Builds Autonomy

Autonomy Builds Freedom

Add to the End of Every Commitment

... you can count on me for that!

Surprises

Surprises of non-accountability are trust
killers

Surprises

When was the last time you were surprised
by someone else's non-accountability?

Accountability Partners

Choose a name to use today

AWESOME

AMAZING

Surprises

When was the last time you were surprised
by someone else's non-accountability?

ACCOUNTABILITY NOW!

by Mike Scott

How to Raise Revenues and Increase Profits by
Creating a Totally Accountable™ Workplace

AGENDA

Meeting Purpose: To ground yourself in principles and key habits of accountability.

Intended Outcome: Begin to implement an action plan for creating a
Totally Accountable™ culture throughout your organization.

Accountability:
Doing what you said you would do, as you said you would do it,
when you said you would do it, PERIOD!

Essential Elements for Creating a Totally Accountable™ Culture:

- Eliminate surprises of non-performance
- Shrink the Box of Tolerance for accepting non-performance
- Create a foolproof tracking process
- Create clear communication

Deal with parking lot issues

Confirm action steps

Action Step

Be the model of accountability
in every area of my life

ACCOUNTABILITY NOW!
by Mike Scott

How to Raise Revenues and Increase Profits by
Creating a Totally Accountable™ Workplace

AGENDA

Meeting Purpose: To ground yourself in principles and key habits of accountability.

Intended Outcome: Begin to implement an action plan for creating a
Totally Accountable™ culture throughout your organization.

Accountability:
Doing what you said you would do, as you said you would do it,
when you said you would do it, PERIOD!

Essential Elements for Creating a Totally Accountable™ Culture:

- Eliminate surprises of non-performance
- Shrink the Box of Tolerance for accepting non-performance
- Create a foolproof tracking process
- Create clear communication

Deal with parking lot issues
Confirm action steps

Tolerance

- Whatever you tolerate you get more of it

Peter Drucker

- Whatever you're tolerating in your organization is becoming the *culture* of the organization

Allen Hauge

- Culture eats strategy for breakfast

Peter Drucker

Question???

What would be different, in a positive way, if all members of your teams were Totally Accountable™ all of the time?

The Challenge of Creating Change

If your goals are larger
than your need to be liked
then you will reach your goals

If your need to be liked is larger
than your goals,
then your goal will become
the need to be liked

Set It Up to Work

Accountability Code of Action

The Four Essential Elements for Building the Totally Accountable™ Culture

Shrink your tolerance for non-accountability

Create clear communication

Create a foolproof tracking process

Eliminate surprises of non-performance

The Four Keys to Building the Totally Accountable™ Culture

Shrink your tolerance for non-accountability

15 Years Ago

The four biggest problems in hospitals:

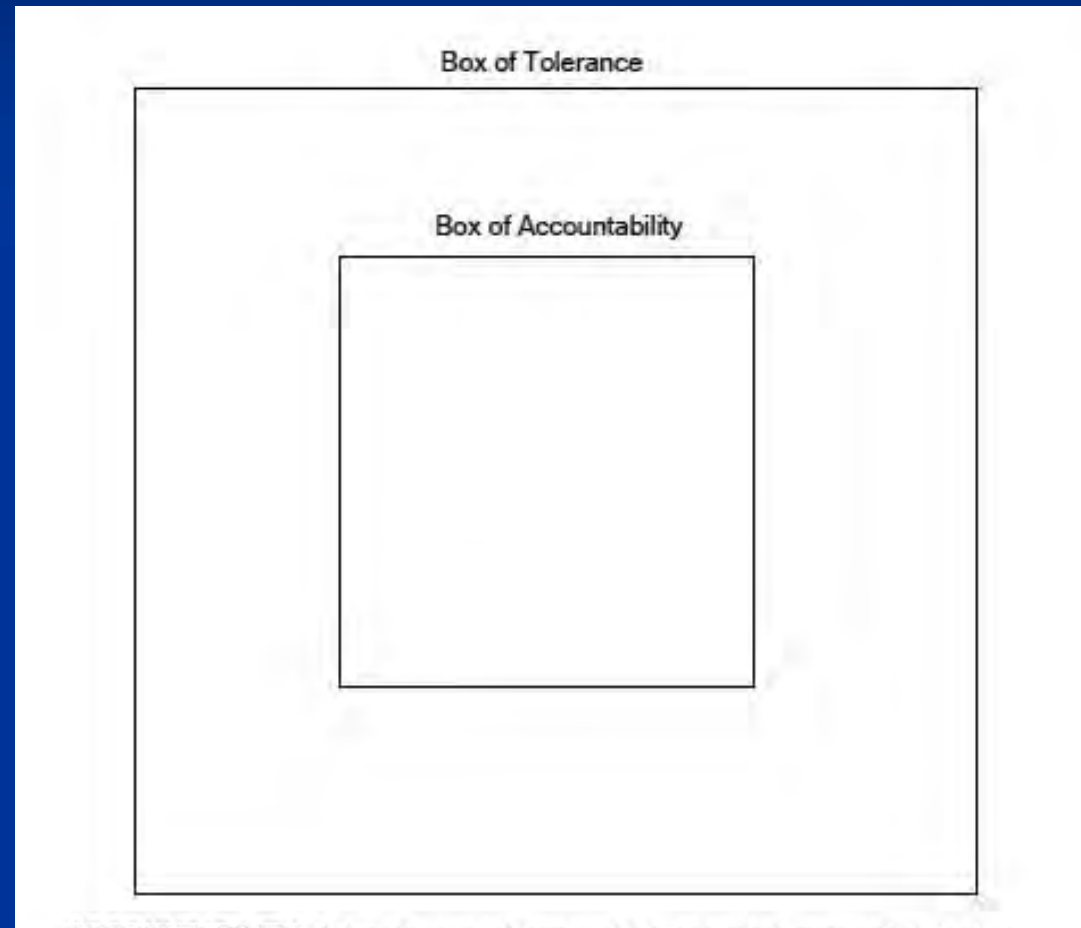
- 1) Infection
- 2) Left something inside of someone
- 3) Operated on the wrong body part
- 4) Operated on the wrong body

TODAY

The four biggest problems in hospitals:

- 1) Infection
- 2) Left something inside of someone
- 3) Operated on the wrong body part
- 4) Operated on the wrong body

Box of Tolerance (for non-accountability)



What's in the Box of Accountability?

Trust

Our Word

Income and Profits

Reputation

Expectations

Results

What's in the Box of Tolerance

Tardiness

Misunderstanding

Errors or Mistakes

Forgetting

Poor Judgement

Rework

What is the Internal Level of Accountability Within Your Organization?

0% 10 20 30 40 50 60 70 80 90 100%

What is the cause for this level of accountability?

The Payoff

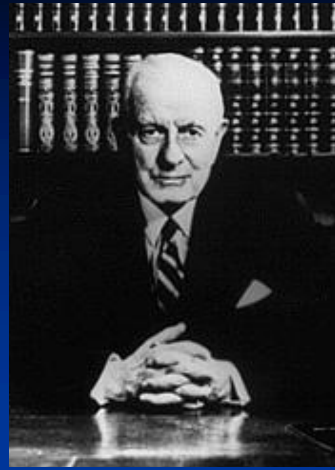
What would be the financial payoff for raising the level of accountability of the organization by just 10%?

Action Step

Be responsible for raising the level of accountability within the organization by 10% over the next 90 days

The Four Keys to Building the Totally Accountable™ Culture

Create clear communication



Hire the best

Train constantly

Empower to take action

Tom Watson, Sr. – IBM

Empowerment to take action

It's All in the Setup

Agreed on date and time for completion

Agreed on clarity of the end result

No Surprises

Action Step

Do not allow communication of potential non-accountability
by electronic means

- 1) TALK - No electronic communication
- 2) With three possible solutions
- 3) If no approval is needed – Take action
- 4) Have their back

How to Say It

If there is ever a time when you think you might miss a commitment I want you to:

- 1) TALK to me immediately
- 2) Have three possible solutions
- 3) If I don't need to approve-take action
- 4) I'll have your back

Don't cheat your people out of the
opportunity to win because of your
discomfort holding people accountable

Michael Canic

Action Step

Call people on their
non-accountability immediately!

What to Ask

What's your next step to get it done?

When are you going to do that?

Can I count on you for that?

Action Step

Empower all employees to say, "No" with a solution

The Four Keys to Building the Totally Accountable™ Culture

Create a foolproof tracking process

ACCOUNTABILITY NOW!

by Mike Scott

How to Raise Revenues and Increase Profits by
Creating a Totally Accountable™ Workplace

AGENDA

Meeting Purpose: To ground yourself in principles and key habits of accountability.

Intended Outcome: Begin to implement an action plan for creating a
Totally Accountable™ culture throughout your organization.

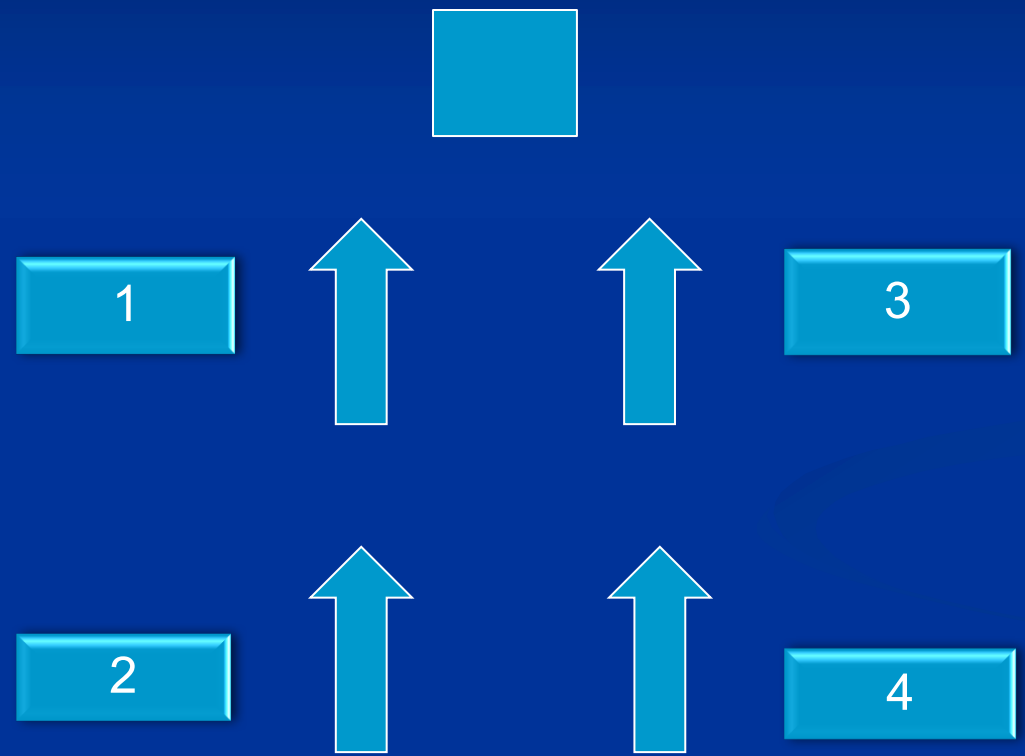
Accountability:
Doing what you said you would do, as you said you would do it,
when you said you would do it, PERIOD!

Essential Elements for Creating a Totally Accountable™ Culture:

- Eliminate surprises of non-performance
- Shrink the Box of Tolerance for accepting non-performance
- Create a foolproof tracking process
- Create clear communication

Deal with parking lot issues

Confirm action steps



Fewer-Shorter-More Effective-More Productive Meetings

- Have an agenda with the action item template for each meeting attendee
- Have each attendee read back their committed-to action items prior to the end of the meeting (from the back of the agenda)
- Stop sending summaries of committed-to action items

Action Step

- Use these meeting concepts in my next meeting

The Four Essential Elements for Building the Totally Accountable™ Culture

Shrink your tolerance for non-accountability

Create clear communication

Create a foolproof tracking process

Eliminate surprises of non-performance

Your First Action from Today

Add to the End of Every Commitment

... you can count on me for that!

Accountability Partners

AWESOME

AMAZING

Promises of This Workshop

- Higher trust
- Less stress with less rework (30%)
- Get more done

That's How You Create the
Totally Accountable™
Workplace

Presented by Mike Scott

If you only remember two things...

- 1) Stop blaming anyone for anything and ask, "What was my part in that?"
- 2) Stop asking, "Why or why not?" when a commitment is missed. Instead ask - use your white card

When you get back to your office the two things you should do...

- 1) Call people on their non-accountability immediately
- 2) Repeat or paraphrase all verbal requests