

Accountability in the Culture—The Critical Shift

Complete the following assessment by rating each behavior for Self, Department, and Organization base on the following scale:

1 = Never happens

2= Sometimes happens

3= Happens about half the time

4= Usually happens

5= Always happens

Behavior	Self	Dept	Org
1. Talk to people not about people			
2. Take the problem to the person you are having the problem with			
3. No meeting after the meeting (questions are asked and answered in the meeting)			
4. Meeting Agendas are clear			
5. Get crystal clear on tasks and projects before beginning			
6. Clear decision-making process: know how decisions are made; who makes them			
7. Clear roles and clear authority: everyone understands the job and authority levels			
8. The Leadership sets and agrees on priorities			
9. Communication is clear and timely			
10. Look back and analyze when things go wrong			
11. No "rescue, fix, and save" (individuals are expected to do their jobs/tasks)			
12. Hold self and others accountable (don't deny, deflect, defend, delay)			
13. Being busy is not confused with being productive			
14. Holding people accountable is not confused with lack of compassion			
15. Conflict competent: people can disagree without hurting relationships			
16. Transparency: there are no secrets; all non-confidential information is available			
17. Recognition and rewards are timely and appropriate			
18. Timely feedback on performance: from supervisor and peers			