PURPOSE AND STEPS

“ACCOUNTABILITY”

purpose

To introduce/reinforce the Accountability Ladder as a tool to improve our personal level of responsibility.

suggested steps

1. Schedule your monthly follow-up conversation with your team to share the observations/learning about the Mood Elevator and to introduce/reinforce Accountability.

2. Prepare for the Accountability conversation by reviewing the Concept Overview, the prep question and the conversation guide.

3. Share the Concept Overview and the prep question with your team prior to the conversation.

4. Before you engage your team check your own Mood Elevator - if your Mood Elevator isn’t above the center line - utilize the express button on the Mood Elevator by thinking of some areas of your life (people, processes, experiences) you are grateful for.
CONCEPT OVERVIEW

“ACCOUNTABILITY”

We have the power each day to make a positive difference. With that power comes a responsibility to be aware of the impact of our words and actions. A large part of being accountable means asking, “What more can I do?” Having a mindset of Accountability gives us more control over our lives, helps us learn from our mistakes, enables us to follow through on our promises, improves our outcomes and prevents us from getting stuck in the past. It comes down to looking inside oneself and making the decision to take action – going beyond job descriptions and doing whatever it takes to bring wellness healing and hope to all, including the underserved. Holding oneself accountable for one’s words and actions is a way of being honest and demonstrates Integrity – doing the right things in the right way for the right reason.

A tool referred to as the Accountability Ladder helps us determine our personal level of responsibility. Lower levels on the ladder are often marked by feelings of helplessness and a lack of power, while higher levels are characterized by a willingness to learn, a desire to make a difference and an honest search for personal improvement. When we are higher on the Accountability Ladder we also achieve greater results when it comes to fulfilling the promises and commitments made to those we serve.

Here are a few tips to help us be Accountable:
• Get on with it - don’t exhaust time and energy thinking or worrying about things that I cannot control.
• Acknowledge reality and move toward a solution I can influence.
• Be curious and ask, “What more can I do to get the desired result?”
• Remember that the Accountability Ladder works best when I lean it against my own house, not someone else’s house.
• Be aware of when using “you” or “they” when discussing the Accountability Ladder.
• Own it by considering the influence of my shadow by choosing to have a mindset of accountability.
• Look for what I can learn from the situation and think about ways to apply my learning in the future.
PREPARATION

“ACCOUNTABILITY”

Share this with your team prior to the conversation:

1. Think about a time in your life when you were headed towards a particular outcome and someone, or something got in the way of what you expected the outcome to be.

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CONVERSATION GUIDE

SHARING – CURIOSITY

1. Say: Share with a colleague what they have observed/learned about the Mood Elevator and how it supported the ability to Read Back and Repeat Back.

2. Ask: Who would like to share an example with the larger team?

3. Ask: How can being high on our Mood Elevator help us provide safe and quality service to others?

4. Ask: Who have you seen being aware of their Mood Elevator since our last discussion? (take notes below)

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CONVERSATION GUIDE

INTRODUCTION/REINFORCEMENT: ACCOUNTABILITY

1. Have employees find a partner. Determine who is partner A and partner B.
2. Partner A: Share your story with your partner about a time in your life when you were headed towards a particular goal and someone, or something got in the way of the results you expected.
3. Partner B: When convinced someone/something got in the way raise your hand.
4. Partner B: Share your story with your partner about a time in your life when you were headed towards a particular goal and someone, or something got in the way of the results you expected.
5. Partner A: When convinced someone/something got in the way raise your hand.
6. Partners discuss where you see yourself on the Accountability ladder and what you can do to move up the ladder.
7. Ask: How does being high on the accountability ladder affect our ability to use our power each day to make a positive difference for those in our care?
8. Ask: How does being high on the accountability ladder enhance our ability to team member check and coach? How does this demonstrate our Value of Integrity?
9. Ask: What could we do to encourage each other to have an accountability mindset even more often within our team?
10. Present the application assignment: Until our next meeting, notice when you are high on the accountability ladder and the affect it has your power each day to make a positive difference for those in our care. Come to our next meeting prepared to share some examples of what you learned and what you have observed.
11. Thank the team for participating.
CONVERSATION FOLLOW-UP

TO DO:

1. Send a recognition to those noted above.
2. Share a success story that others would benefit from hearing with your Master Champion.