**Accountability**

**5 Steps to better accountability**

1.**Clarify** performance and behavior **expectations**

2. **Get a back-brief** so that your direct report owns the *How* and lets you know how they plan to accomplish the task to achieve the intended result.

3. **Set the right example** – the rules must apply first to you

4. **Be fair** – no favorites or targets

5. **Be consistent** – avoid selective enforcement

**Clarify your Performance Expectations: What + So That [outcome] + When**

**What** you want someone to do.

**So That** the task achieves \_\_\_\_\_\_\_\_\_\_ outcomes or results

**When** that task must be complete

**Example:**

*Complete and analyze a marketing survey by Nov 6* ***so that*** *we know which leadership topics will have the biggest impact for YPFP*.

Your turn:

**Clarify your behavioral expectations**using What + So That + Examples

Treat people with equal dignity and respect so that everyone on the team feels valued.

For example, give people your full attention when talking to them – no multi-tasking – so that they feel like you are hearing them and value what they have to say.

Your turn: