**Accountability**

1.**Clarify** performance and behavior **expectations using “So That …”**

2. **Coordination**. Set them up for success:

a. For **trusted leaders**: Set clear boundaries and let them make decisions inside them;

b. For new leaders: **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. Provide guidance and resources.

3. **Check-ins**. Agree on the timing for progress reviews.

**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: