

Wroten & Associates

April 2015 Leadership Insight

Leadership and Accountability

"Leadership is practical, not so much in the words as in the attitude and accountability." -- Harold Geneen

If you would like to build a culture of accountability with the people you manage, as a leader and role model, you will need to be more accountable. Accountability empowers people to perform well, demonstrate initiative and act responsibly. Accountability means that you accept responsibility for the outcomes expected of you, whether good or bad. You don't blame others, events or situations. Personal accountability is a climate that is created when a leader consistently models accountability.

When a person does not feel that they will be accountable for their behavior they may minimize their level of performance. Therefore, as a leader, it is important to establish the expectation of accountability in an effort to encourage a person's highest level of performance.

Boosting accountability can be accomplished by making sure you are specific in your directions and expectations. As we know, communication can be highly imperfect under the best of circumstances. Clearly define the directions and expectations. Be more specific than you think you need to be when assigning tasks or setting goals.

Being accountable is very much about being reliable. Be cautious about what you say you will do. If you say that you are going to do something, make sure that you are committed to doing it within the timelines and deadlines you have set. If for some reason you cannot meet your commitment, step up and be accountable by taking full responsibility for it. Another great way to be accountable and to hold others accountable is to leave every meeting you have with confirmation of what has been agreed to and assigned. You can do this by writing down or recording the **What, Who** and **When** for each item discussed and agreed upon.

Finally, be sure to provide feedback. Recognize success by regularly acknowledging and rewarding employees who consistently meet your standards and expectations. This will provide encouragement to keep up the good work. For those who fall below the standards and expectations provide coaching for an improvement plan to help them achieve success before taking more punitive measures.

A successful leader sets the standards through his or her own application of accountability and provides feedback, coaching and consequences.

Wishing you a successful and inspired month!

Positively provided by: Wroten & Associates, Marilyn W. Allemann, LCSW, CPC

Wroten & Associates' 7th Annual LTC Conference

May 28, 2015 7:30 a.m. - 4:30 p.m.

Disney's Grand Californian Anaheim, CA

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Spend the day with your colleagues, industry leaders and the attorneys from Wroten & Associates as we explore different areas of long term care. The day is free of charge and CE credits are offered. We look forward to seeing you in May!