



Creating An Accountability Mindset

A guide for increasing job satisfaction and impact



The Association of
Accountants and
Financial Professionals
in Business

NorthEast Regional Council

Student and Professional Leadership Conference

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Presentation Goals



- Create a context for understanding the impact of Accountability
- Examine the link between Accountability and job satisfaction
- Explore the key dimensions of an Accountability mindset
- Define strategies for overcoming barriers to Accountability
- Provide tools for inspiring an Accountability mindset
- Think, Share, Learn & Laugh





**“Example is not the main thing
in influencing others,
it’s the only thing.”**

- Albert Schweitzer





Workplace Behaviors

Victim



Critic



Bystander



Navigator



Disclaimer: These behaviors are not age specific,
only the pictures are

Creating A Framework of Understanding



Navigating = Being the best that I can be in all of my roles, being a positive role model, personal accountability

Personal Accountability = Doing more than is expected of me well and with a good attitude, owning my happiness and my success





Understanding the Detour Behaviors

VICTIM:

- **What They Feel** – Shock, Grief, Loss, Anger, Disbelief, Frustration
- **What They Do** – Avoid, Resist, Sabotage, Challenge Progress
- **What They Say** – I can't believe this is happening, Poor me, They don't understand or value me

CRITIC:

- **What They Feel** - Anger, Resentment, Insecurity, Entitled
- **What They Do** – Blame, Act-out, Overreact, Disrupt
- **What They Say** - This place isn't what it used to be, they don't know what they're doing



Understanding the Detour Behaviors

BYSTANDER:

- **What They Feel** - Frustration, Disengaged, Removed, Out of touch with reality
- **What They Do** – Show-up unprepared, Avoid, Resist, Manipulate, Ignore, Unplug
- **What They Say** – It's not my job, I'm too busy, This is just another management fad

NAVIGATOR:

- **What They Feel** – Energized, Collaborative, Focused, Optimistic, Hopeful, Empowered
- **What They Do** – Own their jobs, Help others, Support progress, Focus on solutions
- **What They Say** – Let's try this, We can do it, We've been successful before, It's up to us



Group Activity

- How do the Detour behaviors impact team morale?
- How do the Detour behaviors impact team success?
- How do the Detour behaviors impact an individual's success and job satisfaction?





**“When you complain, you make
yourself a victim. Leave the
situation, change the situation or
accept the situation. All else is
madness”**



**Eckhart Tolle – Author,
The Power of Now**

Opportunity or Curse?



Creating Another Context



- Personal Accountability not only drives organizational success but also job satisfaction
- Doing more than is expected well and with a good attitude is not an unreasonable organizational expectation
- Personal accountability is a mindset that acknowledges that people are counting on me to do the right thing
- Personal Accountability is a critical building block of career success
- Everyone can be a role model for Personal Accountability



5 Universal Truths About Personal Accountability

1. Personal Accountability is a willingness after the fact to own the results of our actions and behavior
2. Personal Accountability is the engine that drives team and organizational success
3. Everyone has a responsibility to ensure clarity of expectations
4. Clear agreements drive desired outcomes
5. The “it’s not my job” mindset is a common barrier to Personal Accountability



**“No prizes for predicting rain,
only for building arks”**

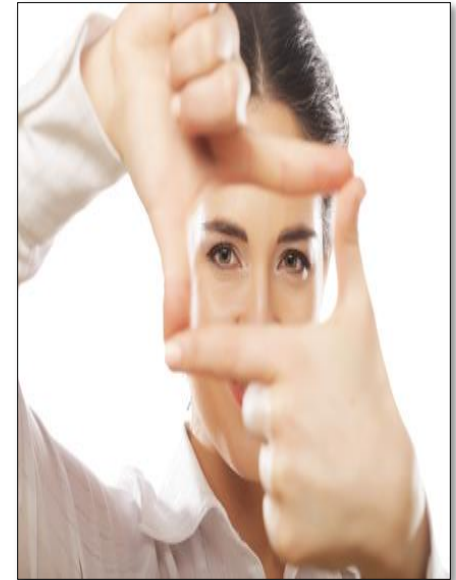
Lou Gerstner
Former CEO of IBM





Group Activity

- What attitudes and behaviors come to mind when you think about the word Accountability?
- What value does Accountability create for you, your co-workers, your customers and your employer?
- What does it feel like when you demonstrate Accountability? – Can you share an example?



Self-Reflection Questions:



- Is there a task within my current school or work obligations that is currently unclaimed in which I could take ownership?
- What value would taking ownership create for me and others?





Solo Activity

The Navigator Inventory 2.0

- Review all statements carefully
- Circle the number on the rating scale that best describes you
- Tally your score
- Select 1 statement as a development opportunity
- Be prepared to discuss your insights

A photograph of the 'The Navigator Inventory 2.0' form, tilted at an angle. The form features a 'Scale of Importance' with five columns: 'Not at all', 'Not very', 'No Opinion', 'Some-what', and 'Extremely'. Each column contains a rating scale from 1 to 5. A blue pen is resting diagonally across the form, pointing towards the bottom right. The text on the form is partially obscured by the pen and the angle of the photo.



**“Ability is what we’re
capable of doing,
motivation determines what
we do and attitude
determine how well we do
it”**

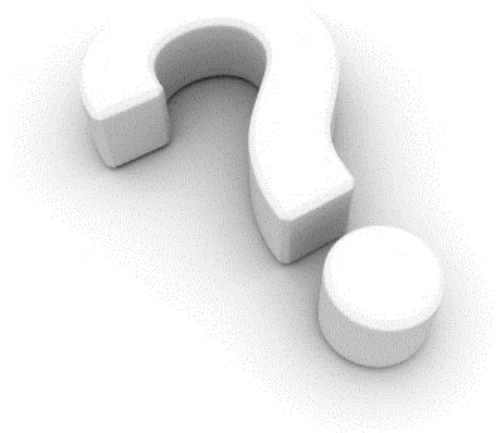


Lou Holtz, Hall of Fame Coach

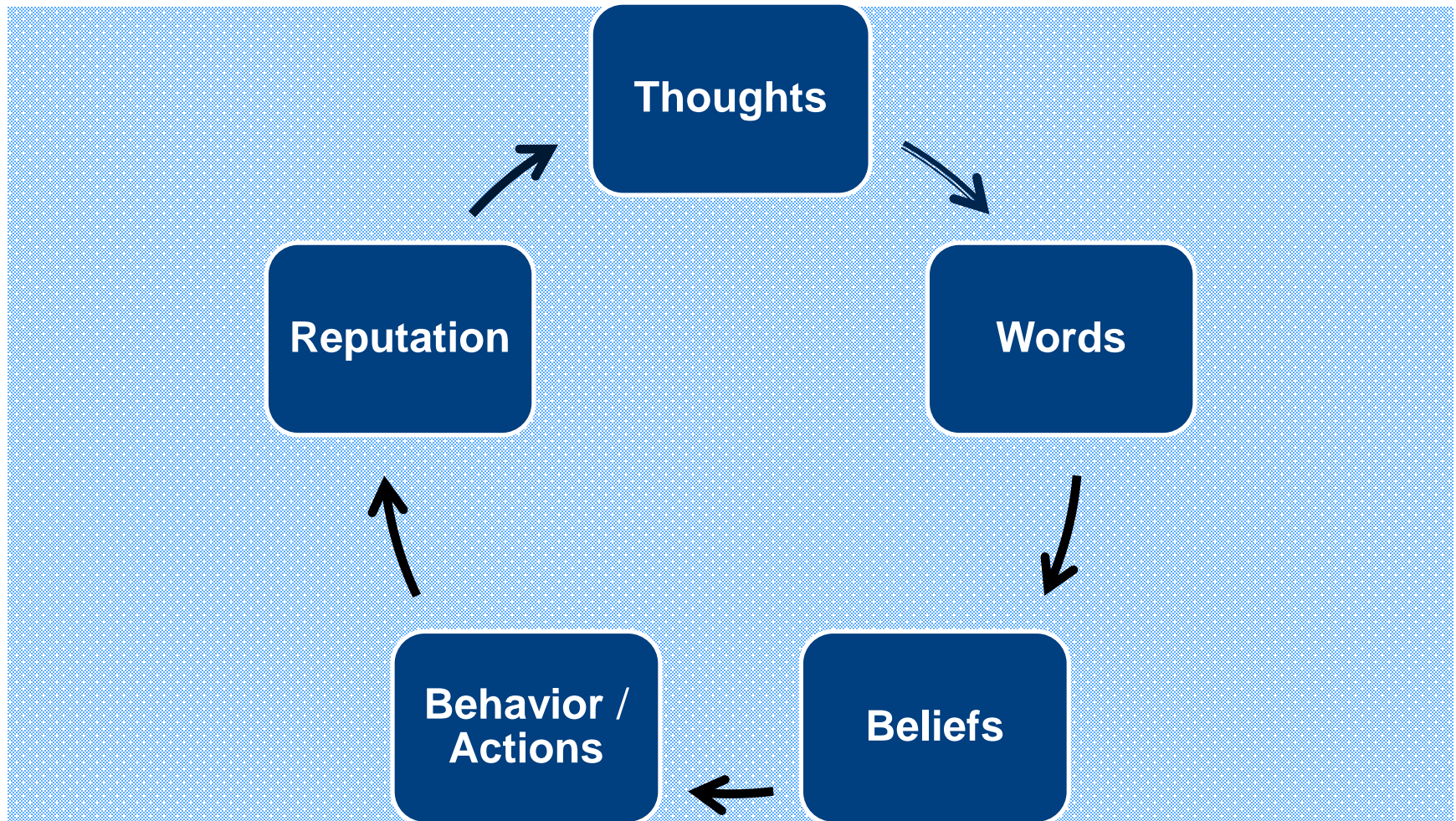


Group Brainstorm Activity

- What are some examples of negative attitudes that you might hear or observe in any workplace in 2022?
- What are some examples of positive attitudes that you might hear or observe in any workplace today?
- In 10 words or less, please describe what it feels like to be on the receiving end of both scenarios



Exploring The Attitude Cycle





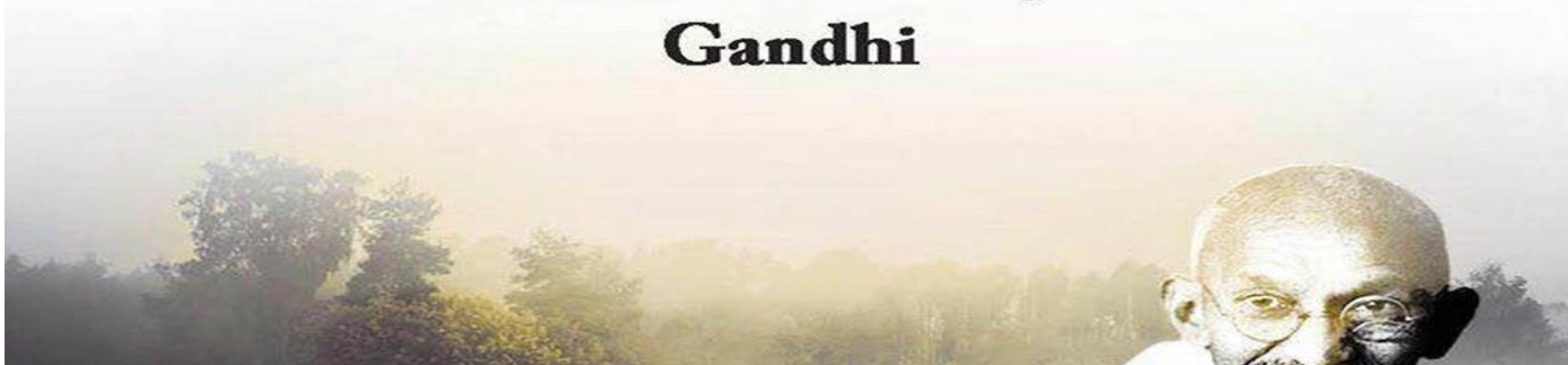
- On average, we all have somewhere between 35,000 and 50,000 thoughts per day
- On average, 80% of our daily thoughts are recycled from yesterday
- On average, somewhere around 50% of our daily recycled thoughts have the potential to be negative
- Each of us has the power to manage our thoughts and choose our attitude

Source: National Science Foundation

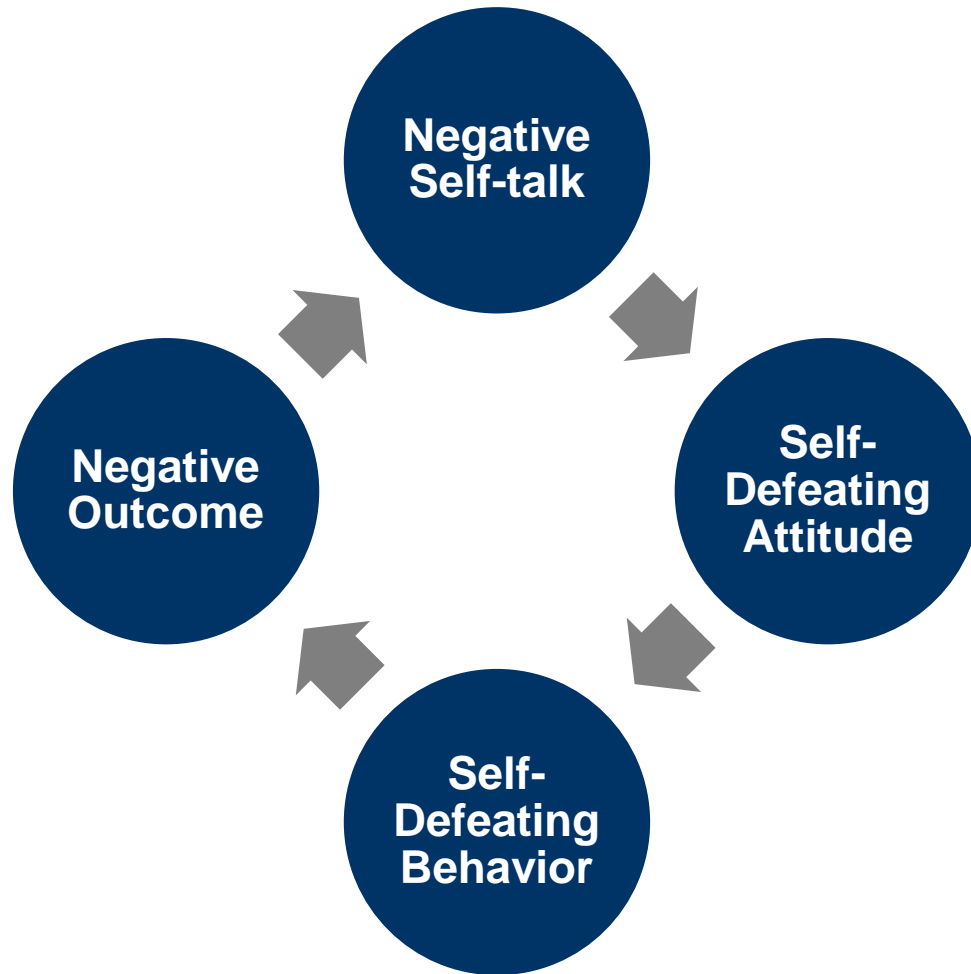


**I will not let anyone
walk through my mind
with their dirty feet.**

Gandhi



Recognizing The Cycle



When we become heavily invested in negative thoughts, we tend to act in ways that make our false assumptions seem real.

Something To Consider



Your
Attitude
is like a price tag,
it shows how
valuable
you are





**“if we don't
change our
direction
we are
likely to
end up
where we
are going”**



“Deciding what not to do is as important as deciding what to do”

- Jessica Jackley
Co-Founder of Kiva





Six Key Questions

1. What are my key deliverables?
2. Who am I responsible to?
3. What is their desired outcome?
4. What are the key timelines?
5. What support resources are available?
6. How is my success measured?



Reminder: Mutual understanding is everyone's responsibility

Self-Reflection Questions:



- What can I do today to demonstrate a higher level of Accountability?
- What value would this create for me and others?
- What's my single greatest motivator for demonstrating a higher level of accountability?





Visit:

www.workchoicesolutions.com

Key Words:

Learning Resources

Please be sure to check out my recent articles:

- ***One Question That Matters***
 - ***The Synergy Myth***
 - ***The Distraction Paradox***

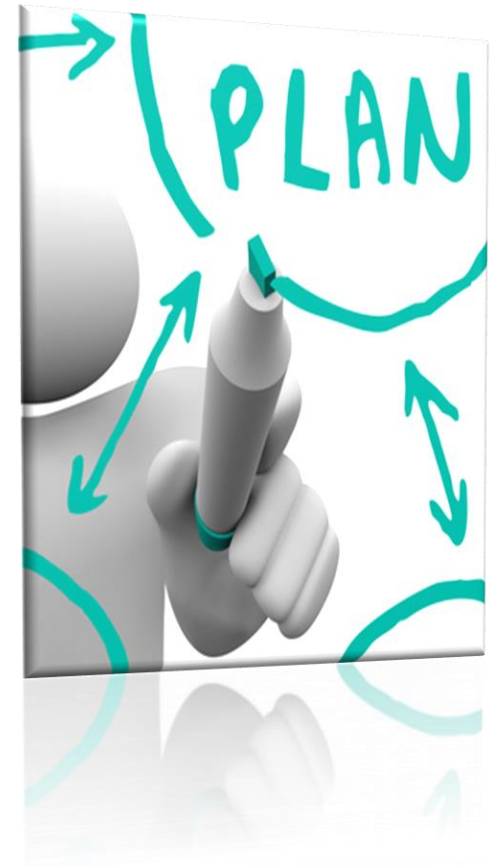
Feel free to contact me at, dobrien@workchoicesolutions.com if you have questions

Applying What You've Learned



Group Brainstorm Activity

- What was the most important lesson or reminder you've had in today's session?
- How can you incorporate this learning into your school-work or job responsibilities?
- What is one action you will take next week to apply this lesson or reminder?





**“Today I will do what others
won’t, so tomorrow I can
accomplish what others can’t”**

Jerry Rice
NFL Hall of Famer

