

Owning Up: Improving Results by Creating a Culture of Accountability

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Personal Accountability

“The price of our innocence is impotence”.

~Fred Kofman, *Conscious Business*

The Bystander versus The Player

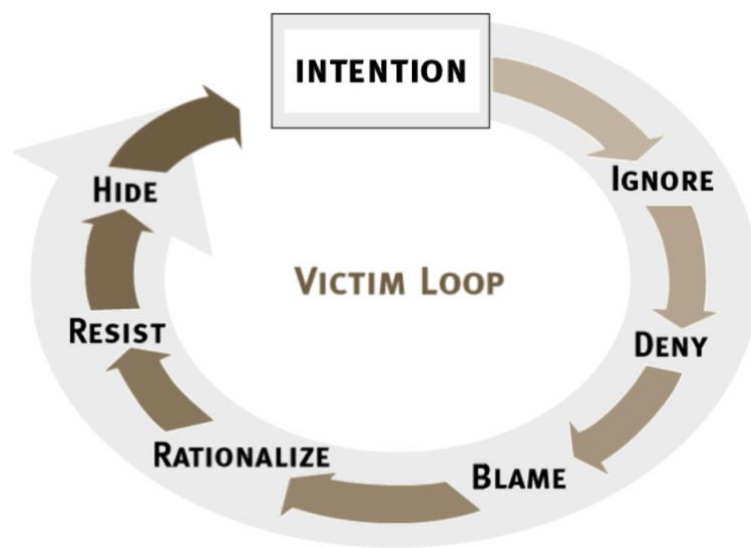
The bystander:

- Sees self as victim of circumstances
- Focuses energy on things beyond control
- Uses third person language
- Blame-thrower

The player:

- Is response-ABLE
- Focuses on own area of control or influence
- Uses “I” language
- When things go wrong, seeks explanations that include her

Accountability and Victim Loop



Source: Samuel, Mark. *Making Yourself Indispensable: The Power of Personal Accountability*. Penguin Publishing Group.

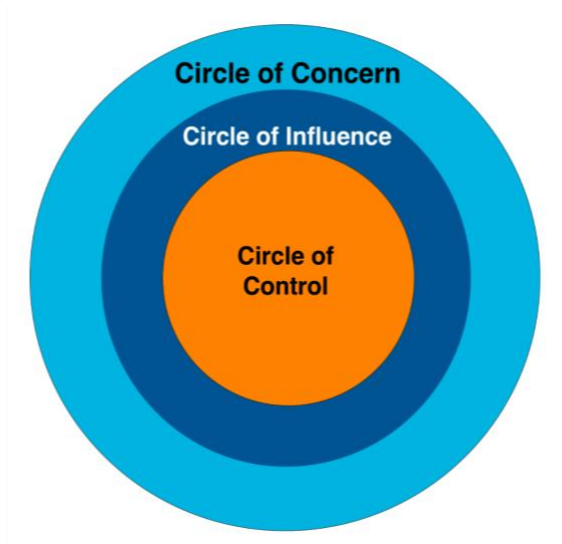


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Circle of Influence – Circle of Concern



Creating a Culture of Accountability

1. Establish and communicate clear intentions.
2. Build a shared language.
3. Model personal accountability.
4. Ask the right kinds of questions.
5. Make it safe.