

How to manage levels of accountability

Resistant

- Clarify what boundaries of accountability are being resisted
- Agree what the results of the accountability are (SMART objectives)
- Give reassurance and offer your personal support
- Offer coaching/training if appropriate
- Give your personal support and monitor closely
- Give praise for small achievements
- Give recognition when the accountability is fully accomplished

Reactive

- Meet to discuss the 'how's' of the accountability and listen for perceived obstacles (possible excuses)
- Gain agreement as to how obstacles will be overcome/avoided
- Emphasise the importance of success
- Offer coaching if appropriate
- Offer your personal support if needed ('open door') and monitor
- Give praise for milestone achievements
- Give recognition when the accountability is fully accomplished

Proactive

- Stand back!
- Monitor to ensure focus is kept on required outcomes **only**
- Offer your personal support if needed
- Give recognition when the accountability is fully accomplished

We hope you have found this material useful. If you have any questions on how to use it, we'd be happy to talk you through it.

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