

*Workbook*

# Restoring Accountability



This is the workbook for the Predictable Success Course *How to Think Strategically*. Complete the following to develop a deeper understanding of what strategic thinking truly is and how to do it.

## Objectives

- 1) To demystify and define the Strategic Planning Process
- 2) To learn and execute the 5 steps of the Predictable Success Strategic Planning Process
- 3) Identify the primary reasons most strategic plans fail

## Before you start session one

Take a moment to ask yourself these questions

*Why do I want to restore accountability in my organization?*

*What is a lack of accountability costing me right now, and what will it cost in the future?*

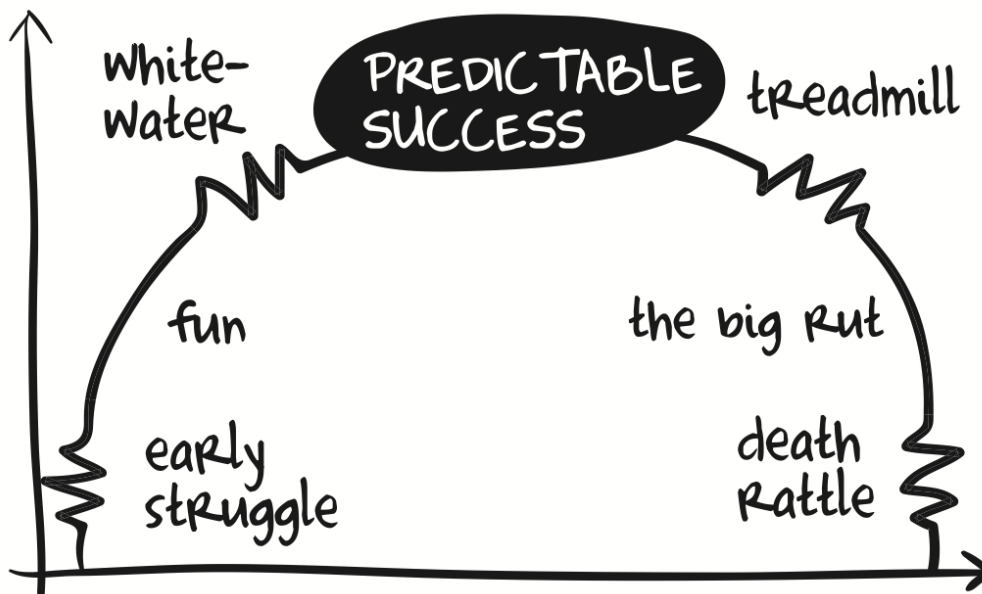
*What would I give to restore accountability on my team and actually accomplish what we set out to do?*



## Step 1 - Clarity

What would I give to restore accountability on my team and actually accomplish what we set out to do?

How clarity changes over time



Notes



## Example: Customer service issue

If it is important to you to restore accountability to your team or organization, the very first thing you should do is introduce clarity, precise, absolute clarity, in every material instruction, request or requirement you have of your team members

*How important is it to you to restore accountability to your team?*

**Material request:** anything that is important enough for you to be concerned if it is not implemented properly.

## 4 Steps to Create Clarity

1. Put every instruction in writing
2. Clarify exactly what it is you expect the individual to do (take your time)
3. Print it out and take it with you (training wheels)
4. Have them repeat it back in their own words

*What do you need to start putting into writing today?*



## Overcoming Team Unease

- Have a 1-on-1 with each of your team members
- It's not about them, it's about restoring accountability in the whole team or organization
- The first step is for you to be very clear

*Who on your team do you think will have the hardest time adapting to your new commitment to accountability, and how can you help them move forward with you?*

*Notes*



## Step 2 - Agreement

Clarity is a precursor to agreement, but it doesn't ensure agreement.

*What is the best way to ensure agreement?*

### 5 Steps to Create Clarity

1. Put every instruction in writing
2. Clarify exactly what it is you expect the individual to do (take your time)
3. Print it out and take it with you (training wheels)
4. Have them repeat it back in their own words
- 5. Have them sign it**

### Overcoming Team Unease

- Have a 1-on-1 with each of your team members
- It's not about them, it's about restoring accountability in the whole team or organization
- The first step is for you to be very clear
- **Be the first: Model the behavior you want**

*Notes*



## Step 3 - Reporting

If you don't put in place a regular reporting in of what happened as a result of that change, then it won't happen.

- If there's no spotlight on the issue, it won't happen
- Trust but verify
- You need a regular process in place to follow-up and ensure follow-through

*What challenges are you currently experiencing with the issue of reporting?*

*What role does hard, quantifiable data have in your decision-making? How is that affecting your team's accountability?*

*Notes*



## Step 4 - Transparency

The ability for all parties to access the raw data and basic information that's used to assess the results of what you've done together as a team.

The accountability of your team will break down if there is a lack of agreement regarding the final results.

*What role has a lack of transparency had in your team's lack of accountability?*

*Where can you start to gather data together into a 'single source of truth'?*

*Notes*





## Closing - 4 Steps to Restore Accountability

1. **Clarity** - Put your instructions in writing
2. **Agreement** - Pursue overt, physical agreement
3. **Reporting** - Shine a spotlight regularly on follow-through
4. **Transparency** - Ensure broad and timely access to raw data

Notes

