

**Sam Silverstein Inc**



**Accountability...**  
**The Highest Form of Leadership™**  
February 27, 2018



## Defining Accountability

### Accountability

An obligation or willingness to accept responsibility or to account for one's actions

### Accountable

Required to explain actions or decisions to someone  
Required to be responsible for something

### Simplified:

**Accountability – Keeping your commitments to people**

### Commitment

The state or quality of being dedicated to a cause, activity, etc.

### Simplified:

**Commitment – No matter what™**

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## **Building an Accountable Culture™**

### **Design it**

**You are designing your culture by agreeing on a set of values and what they mean. Bringing understanding of those values to everyone who is on the payroll is the ultimate goal.**

### **Model it**

**People are going to follow the leader. Where the head goes the body flows. Everyone looks to you.**

### **Teach it**

**You teach your values by making them a part of every meeting from small to large. You teach your values when you share stories about how decisions were made based on your values. What you talk about people know you care about.**

### **Protect it**

**When you have something you value you make sure you don't lose it. You hold on to it at all costs. You put it in a special place. And you talk about it all the time.**

### **Celebrate it**

**Celebration is in itself a reinforcement of the values and a teaching opportunity. The Accountable Leader™ is always teaching.**



## Ten Commitments of Accountability

Commitment to the truth

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Commitment to what we value

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Commitment to it's all of us

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Commitment to stand with you when all hell breaks loose

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Commitment to faults and failures as well as opportunities and successes

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Commitment to sound financial principles

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Commitment to leading individuals to their potential – to be their best

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Commitment to a safe place to work

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Commitment to your word is your bond

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Commitment to a good reputation

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## Discover Your Values

### Instructions

Form groups of 5-6 people at each table. Each person picks 3 cards from the pictures and/or words from the packet. At your table pick a partner and discuss the pictures and words you choose to represent a value that is important to you in an organization.

**Value #1:** \_\_\_\_\_

**Value #2:** \_\_\_\_\_

**Value #3:** \_\_\_\_\_

Come back together at your table and each person decide what single value they want to keep. Each person takes 2 minutes to discuss their value with table. After each person has discussed their value, the table decides on 3 values the table will keep.

**Value #1:** \_\_\_\_\_

**Value #2:** \_\_\_\_\_

**Value #3:** \_\_\_\_\_

As a table discuss the remaining values in depth and define each value clearly. Record your definitions on the worksheet provided and answer the following questions for each remaining value.

1. Does the value connect to one or more of the 4 areas values need to attach to?
2. If so, which one(s)?
3. Is the value clearly understood?

**Value #1:** \_\_\_\_\_

**Definition:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

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**Does the value connect to one or more of the 4 areas? Is so, check off which one(s).**

Foundational Values: \_\_\_\_\_

Relational Values: \_\_\_\_\_

Internal relationships: \_\_\_\_\_

External relationships: \_\_\_\_\_

Professional Values: \_\_\_\_\_

Community Values: \_\_\_\_\_

**Value #2:** \_\_\_\_\_

**Definition:** \_\_\_\_\_

**Does the value connect to one or more of the 4 areas? Is so, check off which one(s).**

Foundational Values: \_\_\_\_\_

Relational Values: \_\_\_\_\_

Internal relationships: \_\_\_\_\_

External relationships: \_\_\_\_\_

Professional Values: \_\_\_\_\_

Community Values: \_\_\_\_\_

**Value #3:** \_\_\_\_\_

**Definition:** \_\_\_\_\_

**Does the value connect to one or more of the 4 areas? Is so, check off which one(s).**

Foundational Values: \_\_\_\_\_

Relational Values: \_\_\_\_\_

Internal relationships: \_\_\_\_\_

External relationships: \_\_\_\_\_

Professional Values: \_\_\_\_\_

Community Values: \_\_\_\_\_

## Conversation Implementation

### One-on-one conversations

- **Simply ask a question about a value in casual conversation with an employee.**
- **The conversations may be casual or scheduled**

### Small group

- **Schedule time in the day for the conversation**
- **Take five minutes and talk about a value in groups of 3-5 people**
- **Have different people lead the facilitation of the conversation**

### Larger meetings/staff meetings/managers meetings

- **Have different departments find creative ways to apply values throughout the organization**
- **As the leader, talk about why a value is important to your organization and how you connect to it in your daily responsibilities**
- **Discuss ways that your values can be better communicated to the community**



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## **Additional Resources**

**[www.SamSilverstein.com](http://www.SamSilverstein.com)**

### **Books (available at SamSilverstein.com)**

**Non-Negotiable**

**No More Excuses**

**Making Accountable Decisions**

**The Success Model**