

Sam Silverstein Inc



Accountability...
The Highest Form of Leadership™
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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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TM

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

Commitment to what we value

Commitment to it's all of us

Commitment to stand with you when all hell breaks loose

Commitment to faults and failures as well as opportunities and successes

Commitment to sound financial principles

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

Commitment to a safe place to work

Commitment to your word is your bond

Commitment to a good reputation

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

Books (available at SamSilverstein.com)

Non-Negotiable

No More Excuses

Making Accountable Decisions

The Success Model