SESSION MISSION:
The Power of Personal Accountability

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Accountability breeds responsibility

Agenda
- Define Positivity
- Identify ways to create engaging and meaningful relationships
- Discuss the emotions, language, and fears that drive customer experiences
- Identify benefits of positive customer interactions
What are you personally accountable for at work?

Accountability – Personal History

1. What are you most proud of professionally? Personally?
2. What is a mistake you made professionally that you wish you could “do-over?” Personally?
3. Describe a mistake you made and how you responded and recovered.

Personal accountability is all about being accountable and responsible for your thoughts, feelings, actions, and results.
Avoiding Accountability

What are the results of avoiding accountability?
• Escalates into anger and resentment
• Behavior doesn’t change
• People quit or act out of their frustrations
• Retaliation
• Poor morale

Culture of Accountability

• Responsibility – how we accept assignments and challenges;
• Empowerment – how we take action to complete tasks and solve problems; and
• Accountability – how we accept the results of our actions.
Accountability is the guiding principle that defines how we make commitments to one another; how we measure and report our progress; how we interact when things go wrong, and how much ownership we take to get things done, according to Roger Conner, CEO, New York Times Bestselling Author of The Oz Principle.

Personal Accountability

How I See Myself...
Personal Mission Statement

Individuals can create mission statements to help them guide their own personal lives and career paths.

1. Who are you?
2. What is your purpose?
3. What makes you unique?

Personal Accountability: Are You Walking Your Talk

Based on the Personal Accountability Model described in the book, The Power of Personal Accountability, the following will help you "walk the talk:"

1. Create a Clear Intention - Your Personal Vision of Excellence
2. Recognize the Areas that You Want to Improve
3. Take Ownership for Areas You Can Influence
4. Forgive and Get Back to Your Walk
5. Self-Examine the Situation to Uncover Creative Solutions and Approaches
6. Take Action Based on Learning
7. Develop a Support Network for Assistance
8. Evaluate, Celebrate, and Recover

Accountability Challenge

Thank you for your friendship.
I am lucky to be a part of your life.
Increase Personal Accountability

Linda Galindo, author of "The 85% Solution: How Personal Accountability Guarantees Success" suggests increasing your personal responsibility and accountability by asking the following questions:

1. Are you responsible whether the results are good or bad?
2. Do you recognize your own power?
3. What are your expectations? What do you expect of others? Of yourself?
4. Are you dealing with the present?
5. Do you always tell the truth?
6. Are you policing yourself?

Sustaining Personal Accountability

Reflect on your actions. Spend some time at the end of each day to reflect upon the following questions:

• What could I have done differently today?
• How can I build this change into my job from now on?
True freedom begins and ends with personal accountability.
— Dan Zadra

Questions?

This presentation is available for download at
www.TG.org/tgconference.