



rethinking **ACCOUNTABILITY**

What is it *really*?
And how you can do it better

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Hello



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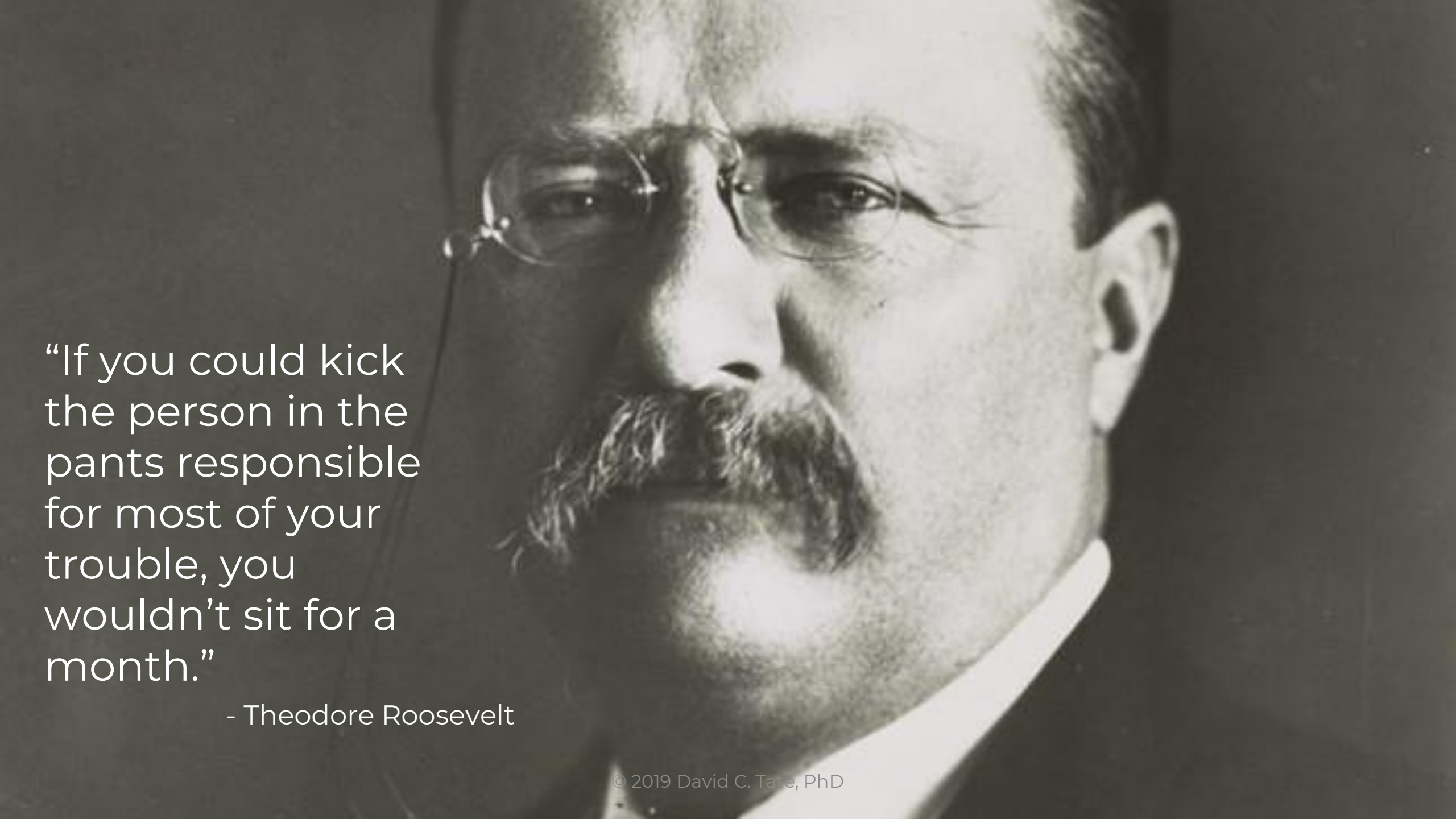
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LET'S TAKE A POLL

Have you made New Year's resolutions?

- a. Yes
- b. No
- c. Kinda Sorta
- d. What are those?

ACCOUNTABLE

A black and white close-up portrait of Theodore Roosevelt. He is wearing round-rimmed glasses and has a prominent mustache. He is looking slightly to the left of the camera with a serious expression. The lighting is dramatic, with strong highlights on his face and deep shadows.

“If you could kick
the person in the
pants responsible
for most of your
trouble, you
wouldn’t sit for a
month.”

- Theodore Roosevelt

OLD THINKING

On your own

Figure it out, fuzzy

Threatening

Transactional

Just do it

Victory or Defeat

Punishment

Blame



NEW THINKING

Shared

Clear

Safe

Transformational

Planned Process

Feedback

Try Again

Learning



AGENDA

1

What

2

How

3

Exercise

4

Q & A

WHAT is accountability?

HELPFUL FRAMES



Self &
Others



Essential
Skill



Values &
Norms



Journey vs
Destination



Mindset &
Behaviors

KEY MINDSETS



Interdependence



Growth Mindset



Total Responsibility

KEY BEHAVIORS



Planning



Communication



Integrity

LET'S TAKE A POLL

I am most interested in working on:

- a. Holding MYSELF more accountable
- b. Holding OTHERS more accountable
- c. Holding both MYSELF & OTHERS more accountable
- d. How I can avoid accountability all together
- e. Planning my vacation

HOW

can we promote accountability?

6 step model of **ACCOUNTABILITY**



LET'S TAKE A POLL

I am really good at:

- a. Step 1
- b. Step 2
- c. Step 3
- d. Step 4
- e. Step 5
- f. Step 6



LET'S TAKE A POLL

I have the most room for improvement in:

- a. Step 1
- b. Step 2
- c. Step 3
- d. Step 4
- e. Step 5
- f. Step 6



1 BE

BE CLEAR ABOUT SHARED EXPECTATIONS:

1. Expectations of you
2. Expectations of others
3. What is clear?
4. What is shared?



2 BUILD

BUILD SAFETY & COMMITMENT:

1. Link to WHY & RESULTS
2. Anticipate gain & pain
3. Foundation of safety



3 DO

DO WHAT YOU SAY YOU WILL DO:

1. Keep commitments & ask others to
2. Manage obstacles, motivation, competing tasks
3. Organize towards completion



4 CHECK

CHECK IN & CONFIRM ACTIONS:

1. Process to check in & assess progress
2. Coaching? Who initiates?
3. Have you set appropriate milestones/metrics?



5 GIVE

GIVE & INVITE FEEDBACK:

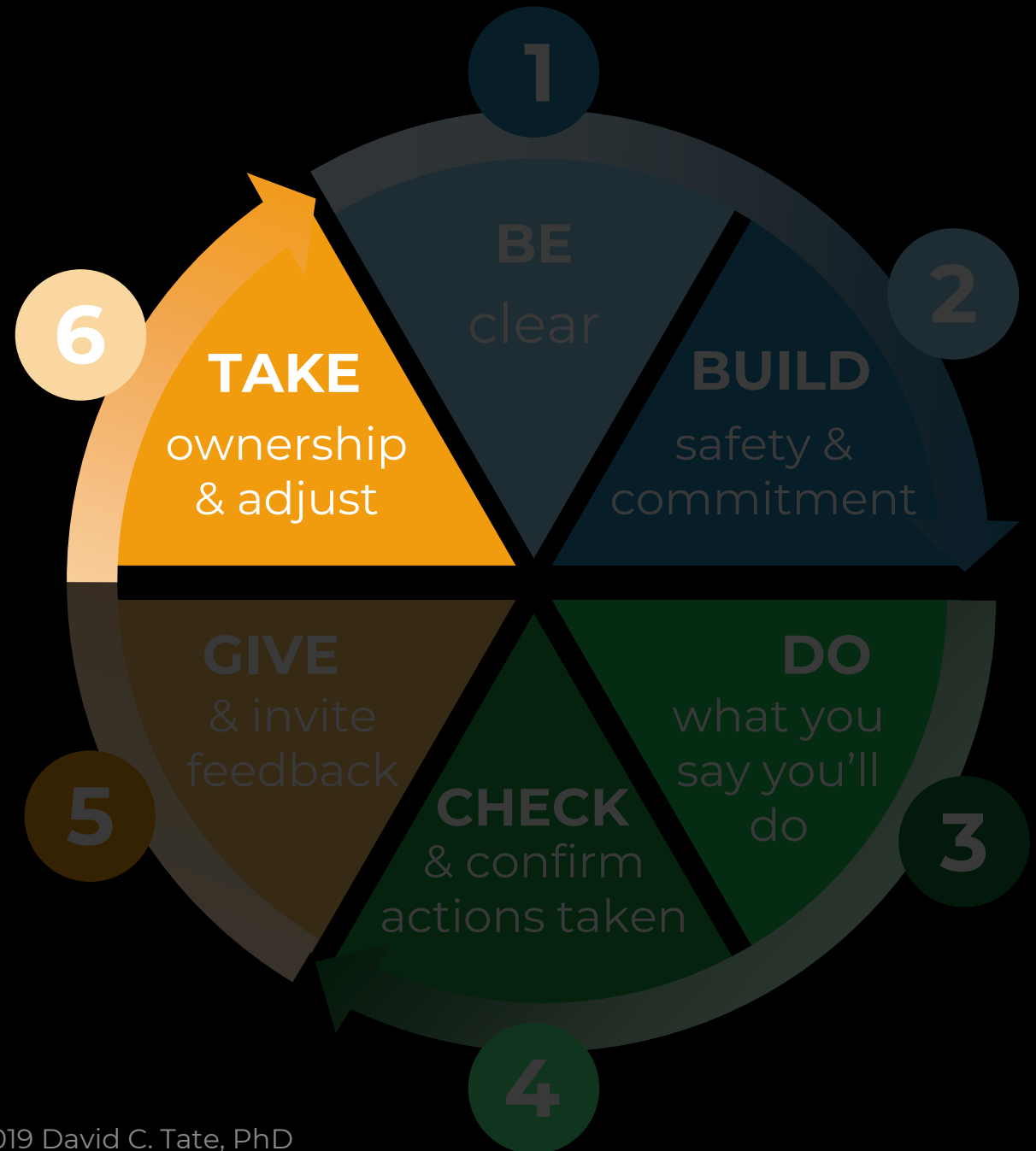
1. Feedback: appreciation/
coaching/performance
2. After action review
3. Frame as learning



6 TAKE

TAKE OWNERSHIP FOR RESULTS & ADJUST:

1. Help others take ownership
2. Assign credit for success
3. Repair/mitigate
4. Recommit based on learning



EXERCISE

Improving Your Practice

Think of a time when you
DID
hold someone else
(or yourself) accountable?

What were your mindsets or behaviors?
What were the results?

Think of a time when you
DID NOT
hold someone else
(or yourself) accountable?

What were your mindsets or behaviors?
What were the results?

Compare these two examples. What was different?

Look at the 6
step process.

Which step
holds the most
room for
improvement?



What are two possible strategies you
could use to address this area?

What is one action you will commit to in
order to improve accountability?

How will you stay accountable to this
commitment?

QUESTIONS?
comments/reactions/feedback

STAY IN TOUCH

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“Accountability is the **glue** that ties
commitment to the result.”

– *Bob Proctor*