



Hot Sheet

TEAM ACCOUNTABILITY IMPROVEMENT

Accountability

ACCOUNTABILITY IS...

...having the competence and motivation to follow through on promises and commitments.

...demonstrated in behaviors. You can only tell whether a team member is being accountable by observing their behaviors.

6 STEPS TO TEAM ACCOUNTABILITY IMPROVEMENT



STEP 1

Get clear on **THE DEAL**.



STEP 4

Remind the person of **THE GOAL**.



STEP 2

Use **THE VIDEO TEST** to describe the performance issue or problem.



STEP 5

WORK TOGETHER to find a specific solution to the identified performance issue.

OR MAKE A SUGGESTION if the person cannot come up with a solution, then ask for their commitment to try it.



STEP 3

Leave a silent **PAUSE** of time and space for the person to respond to your *Video Test* observation of behaviors.



STEP 6

FOLLOW-UP consistently and with persistence.