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Is your organization struggling with accountability?
This resource will give you 3 easy tools to create real accountability

3 Steps to Happy Accountability



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Why should Happiness be a qualifier?

Our teammates should want to be accountable because it's the right thing to do, right?

This is not a debate between right and wrong.

This is a tool to help us understand how to build a better, more sustainable culture.

Remember: People Leave People, Not Positions.

How do you insure this?

The easiest method and measure of connection is whether or not your team is happy to be accountable to one another.

How do you create this Happy Accountability?



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1. **Appreciation**>**Obligation**

Accountability has to be built on Appreciation not Obligation.

Appreciation = respect for the worth of what's trying to be accomplished and a personal sense of worth in your part in that mission.

Ask your team members these 4 questions about **Appreciation**.

On a scale of 0-10, 0 being None and 10 being The Perfect Amount

1. Rate the level of appreciation you feel for the mission of the company.
2. Rate the level of appreciation you feel for the work of the team.
3. Rate the level of appreciation you feel for work as an individual.
4. Rate the level of appreciation you feel from your company, supervisor, and/or teammates.

In order to understand the value of this exercise, you must be able to explain the why.

Here is a sample of some language that can be helpful in unpacking the exercise:

"This is important because, if you don't appreciate the general value of what the company does or your place within its mission, you will only feel a sense of duty (obligation), but no deep appreciation. Our hope for everyone is to foster a deep sense of appreciation for each other and the work we get to do together."

Greater Appreciation = Greater Retention



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2. Match and Meet Expectations

Clarity creates Connection. Ambiguity creates Anxiety.

You must ensure your team is matched in their expectations **OF** each other in order **TO** be accountable to each other. This exercise can be used in simple daily tasks or large quarterly goals. It can be utilized vertically between leaders and their team, or horizontally with teammates.

Matching Expectations questions:

1. Do these expectations feel clear?
2. If we finished this conversation now, is there anything you wished we would have discussed further?

Meeting Expectation questions:

1. Do these expectations feel doable?
2. Does the timeline energize or worry you?

It is impossible to ask for accountability when the expectations are unclear. Experts say an idea must be communicated up to 13 times before it is fully understood.

Keep asking:

“Does this feel clear and doable?”



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3. Everything Is Like A Game

If you're not having fun, you're probably doing it wrong. The game of checkers is only fun if everyone plays by the same rules. If one player starts jumping sideways (showing up late, not responding in a timely fashion, turning in subpar work) then everyone stops having fun.

People aren't the problem. Process is the problem. (It's way easier to fix process than try to change people.)

To fix the process, let's ask better questions about:

The Rules of the Game

1. Are there rules you feel I could follow more closely?
2. Are there rules you think are unimportant?
3. Would you like to change any of the rules?
4. Do you think (for you or the team) there are any rules that are missing?

Note: Always lead by asking self-evaluation questions before you ask others to evaluate themselves.

Clear Rules make for Better Games

(Everyone wants to have more fun)



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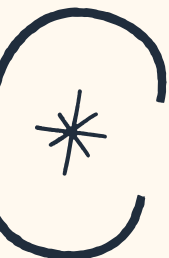
Ask different questions

Build better culture

Create more revenue



If you or your organization could benefit from more clarity, please feel free to connect with us. We would love to help.



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