

SHIFTING GEARS & CHANGING LANES



TUESDAY, JUNE 14 AND WEDNESDAY, JUNE 15, 2011 IN EDMONTON, ALBERTA

Government
of Alberta ■

Alberta
Freedom To Create.
Spirit To Achieve.

Accepting Personal Accountability

Welcome to
This Session

Your presenter today is

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Originally from Calgary and now,

From the UK

*“There are two possible reasons for things not going well.
The universe is conspiring against you;
or it is your own doing.*

*The reason most people blame the universe
is because they cannot accept the other choice.”*

Things to do, deadlines to meet and no time to spare?

1. Time is a nonrenewable resource.
2. You cannot manage time.
3. You can only manage yourself.
4. Easy enough to do, but even easier not to.
5. So when you cannot? – what is your excuse?
6. Who can you blame?

There appears to be two types of people in life —

1. The **first group** are not willing to accept responsibility and instead, have a pattern of making excuses and blaming people and things for what's going on in their life.
2. The **second group** accepts that **everything** that exists in your life, exists because of you, and your choices of behavior, words and actions.
3. Sometimes humor can help . . .

Today's Reality . . .

1. Sadly we are living in a time of **blame** culture.
2. Fear of being blamed has a major negative impact on the results people get and the service they provide.
3. Self-protection becomes the focus instead of serving the customer and thus hinders continuous improvement.

What is personal accountability?

1. It is easier to define for someone else than for us.
2. It is often easier to define by saying what it is not than what it is.
3. It may be “A personal choice to rise above one's circumstances and demonstrate the ownership necessary to achieve desired goals”.
4. Holding yourself accountable is nothing more than following through with YOUR commitments and responsibilities. It's doing what YOU know YOU should do, when YOU should it.

Personal Accountability is Choices

- 1. All that you have and all that you are is a direct reflection of the choices you make regarding your attitude, emotions and behaviours you display every day of your life.*

Acknowledge this and accept accountability for the results of these choices in your life.
2. "Everything you say; every thought you entertain; and everything you do has a direction, which serves as an advance or a retreat in respect to your pursuit of excellence. Everything, regardless of size or intent, has bottom-line consequences; therefore, everything counts – this is the golden rule of excellence." - Gary Ryan Blair

Personal Accountability is Choices

3. "Choices are the only powers mortal man has. Your quality of life is a direct reflection of the quality of the choices you've made up to this moment. But most of all, good choices move you to desirable actions. Your life immediately points "true north" when you begin making choices that lead you toward your goals." - Gary Ryan Blair

4. ***PERSONAL RESPONSIBILITY IS NOTHING OTHER THAN THE FREEDOM TO CREATE OUR OWN LIVES***

What personal accountability really is . . .

1. accountability is actions toward or involving others that reflect the integrity of the person you want to be.
2. It means to be responsible and answerable for an activity – both when it goes well or bad.
3. Liable to account for one's actions.
4. Worthy of requiring responsibility or trust.

And finally,

Getting along with people, in general, in any situation in which you interact with them. You do not own the company so cannot choose who to work with nor when you will work with them. You will however be responsible for demonstrating a positive attitude and outlook toward fellow team members or leaders or the public in any and all situations regardless of how they treat you.

This does not mean you have to like the people you work with, but it does mean that in all situations, you have the responsibility to get along in such a way as to minimize conflict and hassles that would jeopardize the smooth running of the team.

Your present situation . . .

1. Your present situation is not the result of your genes, parents, education, job, luck, timing, health, or environment.
2. Rather, it is the choices you have made and the actions you have taken that have brought you to where you are today.
3. Change your choices and actions and you will change the results that follow.
4. The definition of insanity . . .

Personal Responsibility

"**RESPONSIBILITY**", it has been said, is a detachable burden easily shifted to the shoulders of God, fate, fortune, luck or one's neighbor.

In the days of astrology it was customary to blame it upon your stars.

In truth, it is the willingness to claim 100% ownership for the results you get as a consequence of your involvement, both individually and collectively with others.

If current guidelines do not cover the situation

1. There will be many times that situations will present themselves that were not covered in this or other trainings or orientations. And your response might be “well, I didn’t know.”
2. That will be an unacceptable response. You will be asked to apply that seldom used tool called **common sense**.
3. In other words, as Nordstrom’s says . . .

Nordstrom Department Stores

**“Use your good judgment at all times –
there will be no other rules”.**

If your results seem to be lacking . . .

1. If you do not like what you have now, or who you work with or your job or any of a hundred other irritations, you must accept responsibility - **begin by asking yourself better questions.**
2. **If you ask better questions you will get better results.** It is as simple as that.
3. John G. Miller calls it ***QBQ!*** The question behind the question.

Characteristics & Qualities Of Personal Accountability

People who practice personal accountability usually stand out in any organization. They display certain distinguishing characteristics that define how they relate to others in the organization around them.

- They define their relationship with the organization as a contribution toward the organization's goals.
- They acknowledge the impact that the quality of their work has on others.
- They answer for the success or failure of their own work.
- Willingly answer responsibly to anyone who offers feedback on their work results.

So, you must make a choice . . .

*Ask yourself this question –
How would a really great person conduct themselves
in all areas of their life and in all situations?*

Who are you when you think no one is watching?

1. Who is watching you?

EVERYONE

2. When are they watching?

ALL THE TIME

Additionally, accountable people:

1. They treat every employee as an individual.
2. They do not try to fix weaknesses, they focus on strengths and talents.
3. They are well respected and regarded for what they have accomplished.
4. They develop genuine relationships with employees.
5. They demonstrate trust and respect.
6. They offer professional support and guidance.
7. Communicates well with employees especially through listening.
8. Encourages the personal growth and development of others.
9. Provides recognition and positive feedback to all levels of team regularly.
10. Serves as a role model by leading themselves first – with self-discipline.

Because personal accountability is a personal choice
Attitude plays a MAJOR role

Attitude is a choice that is made many times every day.

Accountable people know this and don't try to blame their attitude on weather, people situations or work problems.

They choose to be positive regardless of what is happening around them. Do you? *Do you really?*

By choosing useful attitudes, they are able to build trust with all those with whom they interact.

There are two kinds of attitudes to choose from:

Really Useless Attitudes:

1. Angry
2. Sarcastic
3. Impatient
4. Bored
5. Disrespectful
6. Arrogant
7. Pessimistic
8. Anxious
9. Rude
10. Suspicious
11. Vengeful
12. Afraid
13. Self-conscious
14. Mocking
15. Embarrassed
16. Sneering
17. Disheartened

Really Useful Attitudes:

1. Warm
2. Enthusiastic
3. Confident
4. Supportive
5. Relaxed
6. Obliging
7. Curious
8. Resourceful
9. Comfortable
10. Helpful
11. Engaging
12. Laid-back
13. Patient
14. Welcoming
15. Cheery
16. Interested
17. Courageous

Personally accountable people build trust with others

It is: *A feeling of being comfortable, relaxed and unguarded around another.* It is also:

1. Acceptance → 1. Vs. judgment
2. Reliability → 2. Did you do what you said you would do?
3. Open communication → 3. Timely sharing of pertinent information & the “why”
4. Congruence → 4. Your feelings & actions match

Which rule to use?

1. The Golden Rule:

Do unto others,
as you would have them do unto you.

2. The Platinum Rule:

*Do unto others,
as they would have you do unto them.*

Personal Accountability and Congruence

1. People see you as congruent when they know that what you say is on track with what you believe and know to be true and is aligned with what you do – your **“actions”**.
2. **Congruence means** "I walk my talk." It's doing what YOU know YOU should do, when YOU should do it.
3. It is true **Personal Accountability**.

What is reputation?

1. A good *Reputation* – is strength of character
2. It is also the general estimation of a person as held by the public and co-workers.
3. It is being held in high esteem by all you meet.
4. It is moral or ethical strength and leads to making the right decisions.
5. At its worst, it is weakness of character, an unfavourable view by the public, being looked down on by others and lack of personal strength.

Here's what blame does:

1. Blame examines responsibility to condemn and punish.
2. Blame focuses only on what went wrong.
3. Blame is black and white in its assessment.
4. Blame is emotional.
5. Blame is personal.

Here's what accountability does:

1. Accountability examines responsibility to discover what can be done.
2. Accountability focuses on what happened and what needs to be corrected.
3. Accountability explores the complexity of situations.
4. Accountability is reasonable.
5. Accountability examines situations, decisions and behaviors rather than people.

Final Thoughts

1. “Life consists of what a man is thinking about all day.”
— *Ralph Waldo Emerson*

2. “*You are today where your thoughts have brought you. You will be tomorrow where your thoughts take you.*”
— James Allan

3. “The actions of men are the best interpreters of their thoughts.”
— *John Locke*

Personal accountability is a choice

The bottom line, is choosing to be **responsible** and **accountable** is just that, **a choice**. And living up to the expectations of the job and the **responsibilities** come down to just one person and that person is no one other than you.

So what you have and what you get is entirely up to you.

People who practice personal accountability usually stand out in any organization people who do not practice it stand out as well – for the wrong reasons.

Remember, *Choose Wisely.*