



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.