

# GET REAL

*Tactical Tools for Leaders*

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## How to Activate Accountability

The mere fact that you're in your position clearly demonstrates that you are accountable—not only for your own actions and decision making but also for the actions and decisions made under your leadership. If someone on your team is struggling and it affects their performance, and that performance continues to impact desired deliverables, I encourage you to explore your contribution to the situation.

In some cases, you may have less of a need to activate accountability, as the individual you're delegating to may be activating his or her own. Assuming there is a need, however, let's take a look at how you can successfully activate accountability by simply focusing on **nonarguable versus arguable outcomes**.

With every discussion, and/or every document reflecting the delegation of task(s), there must be a target date and clarity around each task to be performed. The outcomes you request, or are agreed to, must be nonarguable outcomes. Take a look at the following short-term examples.

### **ARGUABLE** action item or outcome:

After a discussion with you, a team member agrees to make the effort to put some time aside this week to think about some initial strategies for a new project that's been on a back burner but due in six months.

### **NONARGUABLE** action item or outcome:

After a discussion with you, a team member agrees that for your next meeting (which is scheduled before you leave this one) she is going to come prepared with what she feels are the top 3 strategies or action plans (with target dates for each) that are crucial within the next 30 days to get this project off the ground.

In the first example, an individual may feel that she has indeed thought about strategies, even jotted down some ideas along the way. You on the other hand may be disappointed there are no solid plans for action when you revisit the status some time later.

In the second example, there's no room for a difference of opinion as to whether the individual has been successful at agreed upon deliverables.

I wish you the best in your efforts to more consistently activate accountability where you have the need. Apply this simple, yet powerful tool immediately and enjoy the results.

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*Do you have a specific question relating to an accountability challenge you're experiencing currently? Email me and I'll reply to you on the next business day, with a complimentary response.*