



## Don't Hold **Me** Accountable!

Probably the number one predictor of success in an individual is responsibility. And most problems I deal with are directly related to the lack of responsibility. The irony is I'm usually being asked to train the team, not the team leader. The focus is all wrong, everything starts at the top. The team is a reflection of the leader. Good or bad. And that team leader must be responsible enough to hold the team – accountable. Fixing the team and not the team leader will not solve the problem.

Here's an example; you take one company with many branches or multiple office locations. All do the same function, provide the same service, use the same tools and the only difference is in personnel, right? Yet they can produce vastly different results. Why?

One of THE Major Indicators is Accountability – *being responsible enough to do whatever it takes to produce the necessary results no matter what the circumstances are...*

- Does being responsible mean maturity?  
If you're responsible you are mature regardless of your age.

There is a current premise of “freedom without responsibility” in the thinking of public policy which has seeped into our culture, according to the experts. And, they say the result of that is that we now have a generation that thinks it's okay not to perform as long as you have something or someone to blame it on. Teachers can't teach because the system isn't focused on the classroom, Doctors can't practice because the guidelines by providers are too restrictive and so on, Managers that can't manage because they've become conditioned by society not to accept responsibility. It's become acceptable in our society to practice to produce shortfalls.

You overcome these barriers by hiring responsible Managers to begin with because – like I said, it all starts at the top and filters down. It's very rare that you'll have a responsible team that functions on their own with an irresponsible leader. And some leaders think that if they have a competent team they don't need to hold that team accountable – NOT TRUE! You see we all have this inner child that likes to appear and some of us will only do what's expected. Now think about that – what do YOU expect? Do you have expectations in place? You get what you expect and to the degree you hold them accountable for those expectations.

An interesting note is that Responsibility is the core of Emotional Intelligence. And they say the EQ is more of a predictor for success in life than IQ. It's for this reason that I personally believe that EQ testing be a part of any hiring program.

Responsible managers:

- Are passionate about the results and aren't interested in excuses
- Care about doing what's right
- Have the courage to stand up and be counted
- Are committed to contribution-oriented performance and they themselves, willing to be held accountable

Responsibility is a choice. You have the power to choose what you think and what you do.

- Responsibility means NO EXCUSES. The willingness to make excuses makes you a victim.
- Poor performers are the first to blame it on...
  - The economy
  - The competition
  - Clients dictating price, etc...
- Excuses are the enemies of success
  - Excuses, pessimism and helplessness go hand in hand and are generally found together.

Responsible managers will always produce consistent, high-quality results. They do this with the best technique ever – by holding their team accountable!

**Responsible leaders focus on results – and hold their teams accountable for the activities that generate those results. And this defines great performance.**

*Looking for ways and ideas on how to implement accountability – or how to hire Responsible Managers - call me.*