## THE LANGUAGE OF ACCOUNTABILITY

<table>
<thead>
<tr>
<th>Stage 1: Responsibility</th>
<th>Words you might hear</th>
<th>When you might hear them</th>
<th>Words with a more accountable Mindset</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Employee</strong></td>
<td>We Should...</td>
<td>As a project starts, before someone takes ownership</td>
<td>I can... I will... I'll own it!</td>
</tr>
<tr>
<td></td>
<td>Someone Should...</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>We could...</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>We ought to...</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Manager</strong></td>
<td>I need someone to...</td>
<td>As the manager looks for someone to take on a task</td>
<td>Scott, I think your experience with “XYZ” could be applied to this assignment, How about it?</td>
</tr>
<tr>
<td></td>
<td>Does anyone want to...</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Stage 2: Empowerment

| **Employee**             | I didn’t know you wanted … | As someone is running into barriers | I need to be more clear on that… I need to come up with another way to… Can you help me think through …. I’ll ask for their assistance |
|                         | Yeah, but…                |                                        |                                       |
|                         | I’ve tried, but           |                                        |                                       |
|                         | They won’t cooperate      |                                        |                                       |
|                         | They aren’t…              |                                        |                                       |
| **Manager**             | You should have asked me if you didn’t know | Late into a project that is not going well | I could have anticipated Next time I will be sure to… |

### Stage 3: Accountability

| **Employee**             | He/she should’ve…        | After the results are in; as someone explains what went wrong | I could have Next time I’ll I understand how/why I could have asked I’ve learned that… |
|                         | We should’ve…            |                                        |                                       |
|                         | If they had…             |                                        |                                       |
|                         | But they didn’t…         |                                        |                                       |
| **Manager**             | But you didn’t…          |                                        |                                       |
|                         | You should’ve…           |                                        |                                       |

_Credit: Accountability That Works; CRM Learning_