

THE LANGUAGE OF ACCOUNTABILITY

	Words you might hear	When you might hear them	Words with a more accountable Mindset
Stage 1: Responsibility			
Employee	We Should... Someone Should... We could... We ought to...	As a project starts, before someone takes ownership	I can... I will... I'll own it!
Manager	I need someone to... Does anyone want to...	As the manager looks for someone to take on a task	Scott, I think your experience with "XYZ" could be applied to this assignment, How about it?
Stage 2: Empowerment			
Employee	I didn't know you wanted ... Yeah, but... I've tried, but They won't cooperate They aren't...	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
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... We should've... If they had... But they didn't...	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...
Manager	But you didn't... You should've...		I could have asked... In the future I will... Next time we will write it down...

Credit: Accountability That Works; CRM Learning