

Action Steps to Establish a Culture of Accountability

Building Leadership Accountability:

1. Share information.
 - a. Make copies of BCWI Survey Reports available for all staff (except open-ended comments).
 - b. Disclose financial and organizational results and plans regularly.
2. Nurture a culture of accountability.
 - a. Hold department meetings to discuss a culture of accountability.
 - i. Look at Biblical examples such as Pro 27:17, 2 Sam 12, Mat 18.
 - b. Be humble enough to accept others holding you accountable.
 - c. Admit mistakes.
3. Provide avenues for feedback.
 - a. Conduct an organization wide employee survey that includes open-ended feedback.
 - b. Include open-ended questions and answers in all-staff meetings.

Building Staff Accountability:

1. Ensure expectations and goals are clear and understood.
 - a. Ask the employee questions about what he or she believes needs to be done.
 - b. Write down the goals and share them after a meeting.
2. Agree on a time when the task will be completed.
3. Hold regular updates on progress.
 - a. Asking someone about progress on their effort shows the project is important and you care about what they are doing.
 - b. People feel they are being held accountable if there is a regularly scheduled meeting.
 - c. If people need to report to you on their progress, then they will normally ensure there is progress.

If people do not respond to this level of accountability, it may be because the person is not qualified for the job or is not interested in the job. In either case your next step may entail helping the employee find a better match for their skills.

