Practicing Personal Accountability

Responsibility
What you need to accomplish (i.e., the task).

Accountability
Reflects the level of excellence to which you accomplish your responsibilities (i.e., the way you do a task).

ACCOUNTABILITY

General accountability: Willingness to allow for setbacks and the ability to learn from any mistakes you make and to persevere until you are successful.

Exceptional Accountability: All the rules of general accountability + preserving relationships and building others.

Personal Accountability: Requires that we have the ability, willingness, and courage to renew attitudes and behaviors to achieve our goals. You can be “counted on” to take the actions necessary to succeed.

Accountability is not...
- Pointing fingers or finding blame.
- Punishing people who make mistakes.
- Used as a “hammer” to make people perform at higher levels.

VICTIM THOUGHTS, LANGUAGE, AND BEHAVIORS

Gossip: “I can’t believe she did that…”
No expression of self-determination: “I have to…”
No expression of choice/opinions: “Whatever you want to do…”
Inability to say no: “I can try to do it.” “I guess I can.”
Inability to make requests: “He should know to help.”
Inability to express appreciation and listen without being judgmental.

ACCOUNTABILITY LANGUAGE/BEHAVIORS
- No gossiping and/or back-biting.
- Ability to express choice and opinion.

Problem Oriented Thinking
It’s not fair.
I can’t.
I’ve already tried that.
It won’t work.
There is nothing I can do.
He/she/it/they won’t let me.

Solution Oriented Thinking
What are my options?
What can I try next?
Who can I ask for help?
I can figure this out.
I may not know the answer now but I’ll get there.
What have I done before that may work here?

Solution oriented thinking is about capitalizing on and building self-efficacy and personal accountability.

THE FOUR AGREEMENTS

1. Be impeccable with your word. Speak with integrity. Say only what you mean.
2. Don’t take anything personally. What others say and do is a projection of their own reality.
3. Don’t make assumptions. Find the courage to ask questions and to express what you really want.

Contact
Email: eap@imail.org, Free confidential counseling services and 24/7 crisis hotline.

Intermountain Employee Assistance Program
CALL: 800.832.7733 or 801.442.3509