Part 2

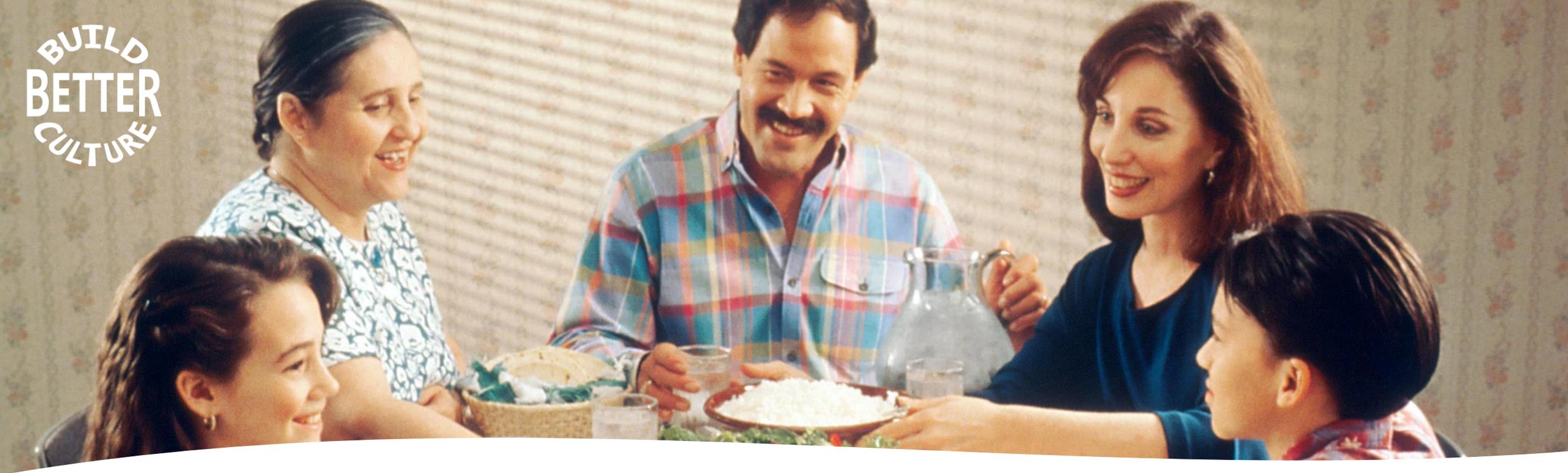BUILD BETTER CULTURE

Building a Culture of Personal Accountability

Importance of Personal Accountability

- Empowers individuals

- Increases ownership and engagement

- Improves performance and quality

- Fosters culture of continuous learning

Does this sound familiar

- Family Dinner

- How was your day?

- You won't believe what happened…

- What do you do?

Information gathering

- What was your part?

- Who was there?

- Did anyone see?

- How did you handle it or what did you do?

- Did you do everything you could?

Common reactions

- Why did this happen (to me)?

- Where was the breakdown?

- Who's responsible?

- Who was there?

- Did anyone else do anything?

- Anyone have something they can share? Explain what it was, what you said/did?

Personal Responsibility

What is it? (audience participation)

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Personal responsibility is

- Owning your part of the puzzle

- Asking what yourself what could be done (new, different)

- How you might approach

- YOUR tactical, strategic, or other approach

- Common denominator – It's PERSONAL (MINE)

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Why this approach?

- Can you make someone do something?

- No. They have a choice to do, or not to do.

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Questions we ask

- Who did xyz

- Why did it happen

- Where was so and so?

- Why didn't xyz

- When are we going to.....

- When is so and so going to get it right? (person/department)
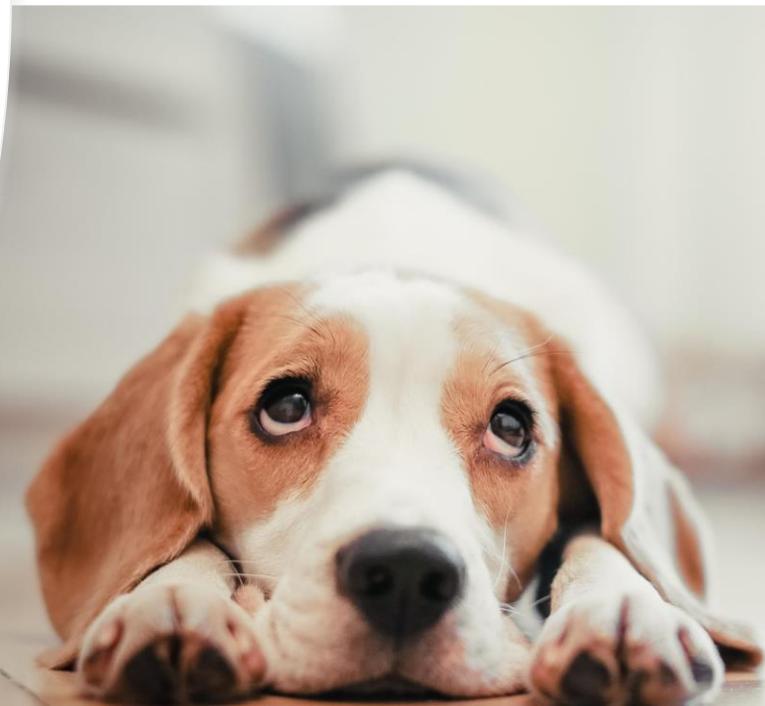
What we should be asking

What can I do…
How can I ….

Vs.

Who, Why, Where, When

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Include specific elements

- Get to the root of the situation – ask (yourself) better questions

Main principles

1. Ask What or HOW

2. Revolve around I or ME, not We or US

3. Include an action statement (how can I *communicate* more clearly?)

Think personal – dinner prep, time management, communication

Caveat

- Your Questions can't be about making someone else do something
  - i.e. How can I make Drew wear deodorant? (NO)
  - Instead – How can I better convey to Drew the importance of good hygiene and how it impacts others?

Beat the ref

- Beat your opponent
- Beat yourself
- Beat the ref

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POLL

What things can you change
to make your company
better?

Example

- Who has a significant other?

- Did you like EVERYTHING about them?

- What did you want to change about them?

- What did you try?

- How long have you been trying?

- How's it going?

Let's practice

Groups of 4-5 people

Present some real-world scenarios (home or work)

- State the scenario
- Discuss with group how you think you should handle
- Questions you should ask
- (Group chime back and help them)
- One volunteer to report back

Let's discuss

- What felt right?

- What felt strange?

- What struggle did you experience?

Choices & Consequences

- I HAVE to do the laundry – True or false?
- (do you really have to?
- Consequences of not doing the laundry: _____

- I HAVE to pay my taxes. True or false?
- Consequences of not paying taxes: _____

- I HAVE to go to work. True or false?
- Consequences of not going to work:_____

Choices & Consequences

Volunteer – Give us something you HAVE to do

Consequences?

I Can't and TRUTHS

I CAN'T exercise consistently

TRUTH: I have not created time in my schedule and could choose to make space for regular exercise.

I CAN'T improve my relationships

TRUTH:_____

I CAN'T share my true feelings

TRUTH:_____

YOUR can't and truths

What are a few things you've (or someone else has) said you CAN'T lately?

1.

2.

3.

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Differences

I CAN'T do xyz

Vs

I choose not to (or won't) do xyz

How does this feel?

Scenario 1

You don't like your manager at your job. After a frustrating day when you were yelled at for being late, how do you respond?

- Why is life so unfair?
- Who does this lady think she is?
- When will someone get me up on time?
- Why did that lousy driver clog up the left lane and back traffic all the way up the road?

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Scenario 2

You heard that someone said something about you behind your back. The rumor is spreading quickly, and you're not sure how to stop it. What do you ask?

   a. When is someone else going to stand up for me and shut down this rumor?

   b. Why are other people so mean?

   c. Who's doing this to me?

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Scenario 3

Your employee didn't get the promotion they wanted last year. They worked really hard, and did more (improved) over the last year. They are the senior employee, and think they have a shot at this next position. The hiring manager reveals the decision is made, and someone else got the job (with less experience). How do they respond?

a. Who influenced the boss to side against me?

b. Why didn't I get what I deserve?

c. When will I catch a break?

These Types of questions

- Blame
- Procrastination
- Victim/Complaining

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There's a better way

What are ways we can better help ourselves/others?

- Late employee

- Rumor mill

- Passed over

In other words, what questions can we ask?

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Think inside the box

Employees may ask

How can I do this with out the tools?

Who's going to help me?

How do I complete this if I don't have all the parts?

Marketing didn't get me the brochures I need...

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Develop creativity skills

Help employees consider what they CAN do

- With existing parameters
- With current teammates
- Working with deadlines they have been given

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The result?

- They learn that they CAN complete the impossible
- They can work with "limited" resources
- Build on their creativity skills
- Build resiliency
- Stop thinking I Can't, and acting like I CAN

What is Ownership?

Let's define

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Ownership

Not placing blame

Taking responsibility even when it's not something on your plate

Providing help because help is needed

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What QBQ is NOT

What can our team do

How can I change Suzy

Oriented around team projects

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"God give me the serenity to accept the people I cannot change, the courage to change the one I can, and the wisdom to know it's ME"

QBQ Version of Serenity Prayer

Change Management

How to fix others behaviors

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Change is hard

People resist change

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Stop

- Trying to change them
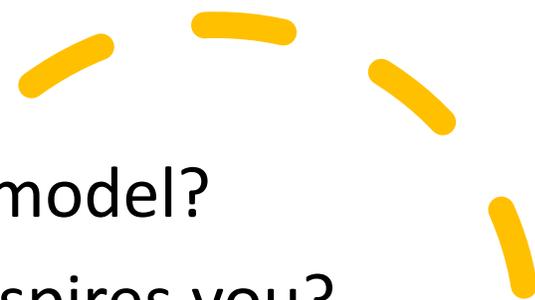- Asking Why, Who, Where, When questions

Model

- Demonstrate how you're tackling scenarios

- Be transparent you're trying new and different approaches

- How can you model behavior to show you're taking personal accountability?

Who are your role models?

- Why are they your role model?
- What do they do that inspires you?
- What don't they do?

Action item

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Whom are you a role model to?

- What behaviors do you model (good/bad)?

- Who are your mentors? What do they do for you?

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Getting them to own it

- Takes time

- Patience

- Discussions about what you're trying to achieve

- Defining the outcome you're after

Open discussions

- What do they need to do what you're asking?

- What can I do to convey this topic more clearly?

- How can I provide them better support through the process?

- What gaps can I clarify better or follow up on?

- How can I provide clearer feedback on progress?

- How do I make myself more approachable for questions?

- What can I demonstrate to set clearer expectations?

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Last caveat

- Don't do someone's job for them

- Set boundaries and communicate them

- Help someone learn what to do (learn to fish)

Questions?

To do

- One thing you learned
- One thing you'll start or stop doing
- When you're going to do it (or stop doing it)