



EPISODE 18 WORKSHEET

Key Things to Remember

Duncan Nugget® #208: Never let other people’s mess get in the way of your success.

If you don’t know what’s going on...Be humble enough, smart enough and curious enough to ask questions.

Accountability starts before the action, when you take the action and after the action.

Definitions

Accountability – Taking responsibility for your actions (your success as well as your mess).

Conflict – to fail to be in agreement or accord.

Conscientiousness – Is keeping promises, acting on commitments, careful and organized and accountable for one’s actions.

Professionalism – Is conducting oneself with responsibility, integrity, accountability and excellence.

Self-Management – Taking responsibility for your own actions and doing things as well as you can.

Responsibility – Is being reliable, trustworthy and accountable.

Review

Skill Talk™ episode # 14, Al discussed the five soft skill clusters. List the five soft skill clusters.

Discussion Questions

In Skill Talk™ episode #18 Dr. Lee stated that people who are not accountable can create conflict. Explain why?

Interview Question: Describe a time when you took personal accountability for a conflict and initiated contact with the individual(s) involved to explain your actions.

Activity

Total time: 8-12 minutes

Scenario 1

One evening after having to work late on a project, you notice another one of your team members also working late. From across the room, you notice that it is your supervisor’s cousin. You decide to make some small talk before you leave. While walking towards you team member’s desk, you notice her researching some inappropriate material on her computer. She turns around and realizes that you have seen what was on her screen. After some awkward silence, she says, “Are you going to report me?”

What should be your reply? Why?

- A. “I’m not going to report you. This is going to stay between you and me.”
- B. “I understand that we all have our challenges, but I recommend that you speak to our supervisor and HR about this. They’ll be able to provide you with the best approach to address this matter and also ensure our company is protected from any further risk.”
- C. “I can’t believe you of all people are doing this. You know big brother is always watching you and tracks everything on your computer. Wait until the rest of the team hears about this.”

