Is What Is Said, What is Done?
The Essence of Accountability

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BB32
5/5/2018
1:45 PM
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ALA Annual Conference & Expo
May 5, 2018

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Personal Accountability
Personal Accountability
What exactly are we talking about?

It means that you accept responsibility for the outcomes expected of you—both good and bad.
You don’t blame others.
And you don’t blame external forces.

Personal Accountability
Four Standards of Accountability

1. Liability – You are legally bound to an obligation.
2. Trustworthiness – You are worthy of trust and confidence.
3. Answerability – You are held to account.
4. Responsibility – You accept the expectation you will get things done.
Leadership Accountability

What exactly are we talking about?

Accountability empowers people to perform well, demonstrate initiative, and act responsibly.

When people do not feel that they are held accountable for their behavior, they often lower their performance to the lowest possible level acceptable to the leader.

Leadership Accountability

Behavior must have consequences

When people believe that their positive behaviors will result in positive feedback and their inappropriate behaviors will result in corrective feedback, they will raise their performance to the standard expected.

Good performance must result in supportive feedback.

Poor performance must result in corrective feedback.
Do You have the Courage for Accountability?

Personal Accountability
What is required?

Are you meeting/exceeding agreed upon expectations?
Do you accept complete responsibility for your results?
Do you freely admit your mistakes?
Do you know the limitations of your knowledge?
Leadership Accountability

What is required?

Do you clearly define expectations or standards? - *People cannot be held accountable for what they have not been informed of.*

Do you involve your team in efforts to raise the bar? - *Once the expectations are defined, they should be shared with your team.*

Are the KPI’s clear as measurements to quantify success? – *Use key indicators to assess how effective your team is.*

Are you finding out where barriers to success lie? - *Don't let other leaders and team members off the hook.*

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Thank You!

Michael Moore, J.D.
Your opinion matters!

Please take a moment now to complete the evaluation.

Thank You!