

SHIFTING GEARS & CHANGING LANES



TUESDAY, JUNE 14 AND WEDNESDAY, JUNE 15, 2011 IN EDMONTON, ALBERTA

Government
of Alberta ■

Alberta
Freedom To Create.
Spirit To Achieve.

Accepting Personal Accountability

Welcome to
This Session

Your presenter today is

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Originally from Calgary and now,

From the UK

*“There are two possible reasons for things not going well.
The universe is conspiring against you;
or it is your own doing.*

*The reason most people blame the universe
is because they cannot accept the other choice.”*

Things to do, deadlines to meet and no time to spare?

1. Time is a nonrenewable resource.
2. You cannot manage time.
3. You can only manage yourself.
4. Easy enough to do, but even easier not to.
5. So when you cannot, what is your excuse?
6. Who can you blame?

There appears to be two types of people.

1. The **first group** are not willing to accept responsibility and instead, have a pattern of making excuses and blaming people and things for what's going on in their life.
2. The **second group** accepts that **everything** that exists in your life, exists because of you, and your choices of behavior, words and actions.

Today's Reality . . .

1. Sadly we are living in a time of **blame** culture.
2. Fear of being blamed has a major negative impact on the results people get and the service they provide.
3. Self-protection becomes the focus instead of serving the customer and thus hinders continuous improvement.

What is personal accountability?

1. It is easier to define for someone else than for us.
2. It is often easier to define by saying what it is not than what it is.
3. It may be “A personal choice to rise above one's circumstances and demonstrate the ownership necessary to achieve desired goals”.
4. Holding yourself accountable is nothing more than following through with YOUR commitments and responsibilities. It's doing what YOU know YOU should do, when YOU should it.

Your present situation . . .

1. Your present situation is not the result of your genes, parents, education, job, luck, timing, health, or environment.
2. Rather, it is the choices you have made and the actions you have taken that have brought you to where you are today.
3. Change your choices and actions and you will change the results that follow.
4. The definition of insanity . . .

Personal Responsibility

"RESPONSIBILITY", it has been said, is a detachable burden easily shifted to the shoulders of God, fate, fortune, luck or one's neighbor.

In the days of astrology it was customary to blame it upon your stars.

In truth, it is the willingness to claim 100% ownership for the results you get as a consequence of your involvement, both individually and collectively with others.

If your results seem to be lacking . . .

1. If you do not like what you have now, or who you work with or your job or any of a hundred other irritations, you must accept responsibility - **begin by asking yourself better questions.**
2. **If you ask better questions you will get better results.** It is as simple as that.
3. John G. Miller calls it ***QBQ!*** The question behind the question.

Characteristics & Qualities Of Personal Accountability

People who practice personal accountability usually stand out in any organization. They display certain distinguishing characteristics that define how they relate to others in the organization around them.

- They define their relationship with the organization as a contribution toward the organization's goals.
- They acknowledge the impact that the quality of their work has on others.
- They answer for the success or failure of their own work.

1. Willingly answer responsibly to anyone who offers feedback on their work results.

Additionally, accountable people:

1. They treat every employee as an individual.
2. They do not try to fix weaknesses, they focus on strengths and talents.
3. They are well respected and regarded for what they have accomplished.
4. They develop genuine relationships with employees.
5. They demonstrate trust and respect.
6. They offer professional support and guidance.
7. Communicates well with employees especially through listening.
8. Encourages the personal growth and development of others.
9. Provides recognition and positive feedback to all levels of team regularly.
10. Serves as a role model by leading themselves first – with self-discipline.

Because personal accountability is a personal choice
Attitude plays a MAJOR role

Attitude is a choice that is made many times every day.

Accountable people know this and don't try to blame their attitude on weather, people situations or work problems.

They choose to be positive regardless of what is happening around them. **Do you?** *Do you really?*

By choosing useful attitudes, they are able to build trust with all those with whom they interact.

There are two kinds of attitudes to choose from:

Really Useless Attitudes:

1. Angry
2. Sarcastic
3. Impatient
4. Bored
5. Disrespectful
6. Arrogant
7. Pessimistic
8. Anxious
9. Rude
10. Suspicious
11. Vengeful
12. Afraid
13. Self-conscious
14. Mocking
15. Embarrassed
16. Sneering
17. Disheartened

Really Useful Attitudes:

1. Warm
2. Enthusiastic
3. Confident
4. Supportive
5. Relaxed
6. Obliging
7. Curious
8. Resourceful
9. Comfortable
10. Helpful
11. Engaging
12. Laid-back
13. Patient
14. Welcoming
15. Cheery
16. Interested
17. Courageous

Personally accountable people build trust with others

1. It is: *A feeling of being comfortable, relaxed and unguarded around another.* It is also:

- 1. Acceptance** **—————→** 1. Vs. judgment
- 2. Reliability** **—————→** 2. Did you do what you said you would do?
- 3. Open communication** **—————→** 3. Timely sharing of pertinent information & the “why”
- 4. Congruence** **—————→** 4. Your feelings & actions match

Personal Accountability and Congruence

1. People see you as congruent when they know that what you say is on track with what you believe and know to be true and is aligned with what you do – your **“actions”**.
2. **Congruence means** "I walk my talk." It's doing what YOU know YOU should do, when YOU should do it.
3. It is true **Personal Accountability**.

Personal accountability is a choice

The bottom line, is choosing to be **responsible** and **accountable** is just that, **a choice**. And living up to the to the expectations of the job and the **responsibilities** come down to just one person and that person is no one other than you.

So what you have and what you get is entirely up to you.

People who practice personal accountability usually stand out in any organization people who do not practice it stand out as well – for the wrong reasons.

Remember, *Choose Wisely.*