Accountability

Accountability is always a comparison between intentions and actions. If I said I would do it, I should do it. I can't be mad at someone because they didn't do something that they didn't volunteer to do.

Accountability done right is very helpful for personal development and group efficiency. Accountability done wrong is when (a) someone is judged against for not doing something that he or she did not volunteer for in the first place, or (b) a deed goes undone that someone did volunteer for but no one calls it out; no one points out that the action was out of sync with the intention.

1. Be accountable to yourself first
    - Before being quick to accuse someone else, first look at yourself against what you agreed.
        - Take an honest look at your own attitudes and behaviors
    - If/when you are at fault, admit it.
        - And apologize if that would be helpful.

2. If a colleague appears to be breaking a shared agreement
    - Approach them one on one and with a question not a judgment.
        - Understanding first
        - A question might be "I noticed that ….., did you realize that?" and/or "Is that what you intended?"
    - Accept whatever response is given.
    - You get to decide if/how you want to alter your behavior going forward.

3. If a pattern of agreement breaking has negative consequences for your work or for the team:
    - Approach the "alleged perpetrator" one on one and explain how the agreement breaking affects your work and the overall high functioning of the team.
        - Something like, "I know it's not intentional, but you need to know what this looks like from my perspective. When you do _____, here's how it impacts my work and my people:_____. And here's how it impacts our overall team functioning:_____."
    - Leave it at that. In a non-judgmental way you have brought awareness of the consequences.

4. If a pattern of team-performance-dragging behavior continues

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- Take your concern privately to the person's supervisor
- Keep your side of the street clean
- Preserve good relationships

5. Supervisor
    - Do something about it
    - Invest in improving attitudes and behaviors or change the composition of the team

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