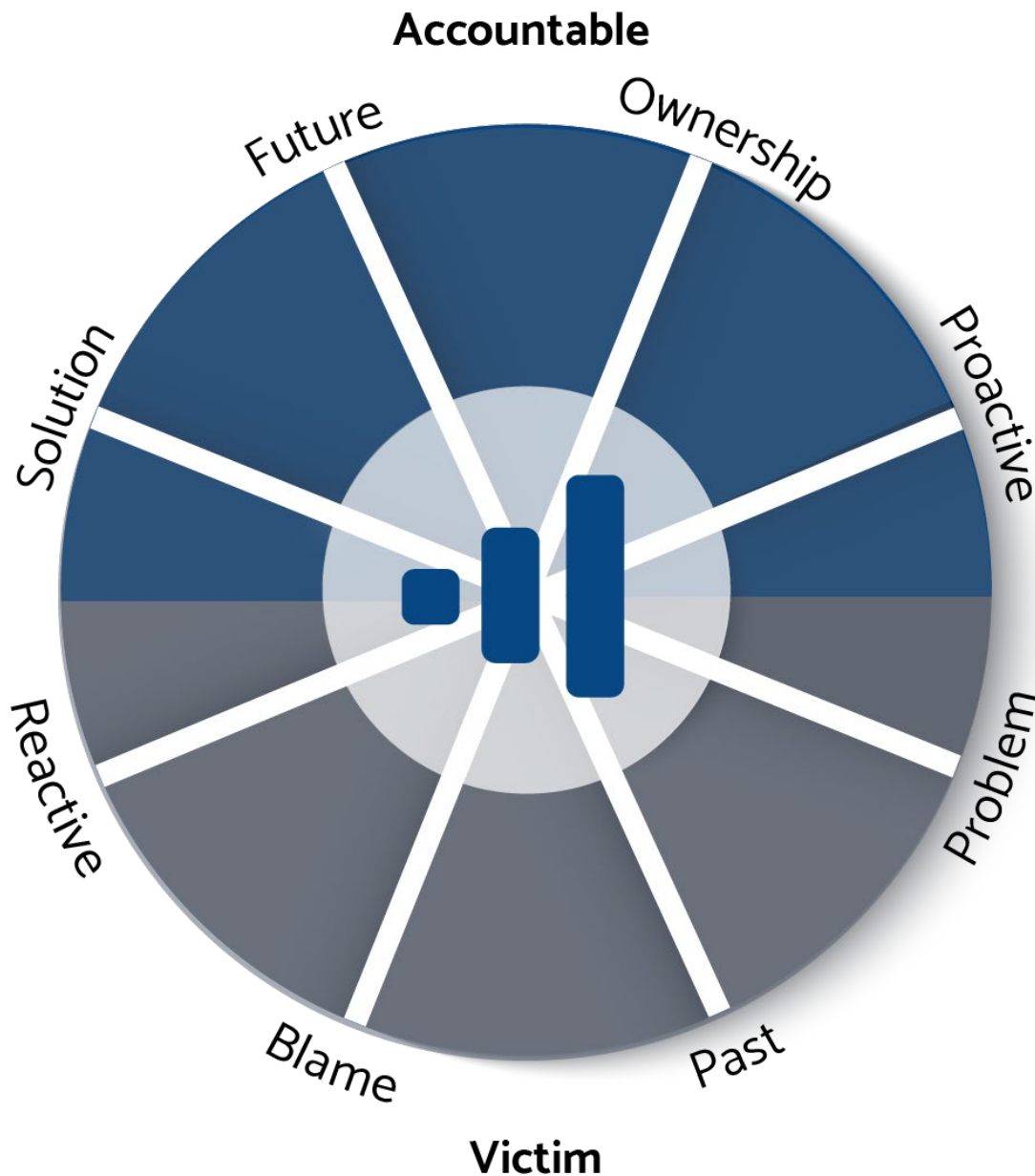


Accountability can change the future if we can get more of it from ourselves and our team. Use this model and the questions below to help you and others around you to become more accountable. The following key opposing factors will help you ask questions that ultimately define accountability.

- Problem vs. Solution
- Past vs. Future
- Blame vs. Ownership
- Reactive vs. Proactive



Read through the following scenarios and then think of questions that could help move each person away from the Victim side of the Accountability model to the Accountable side.

### **Problem vs. Solution**

Mike continually brings up problems in meetings and tends to take over the meeting with detailed long descriptions of what's not working. What questions can you ask in order to move him from a problem-focus to a solution-focused state? Example: "What could we try that might solve this", or "what ideas do you have for a solution?"

- 1.
- 2.
- 3.

### **Past vs. Future**

Sarah tends to live in the past and will often say, "that way has never worked for me before." And "I have never been really good at doing it that way." What questions can you ask Sarah to shift her way of thinking to a future state? Example: "What do you think might help going forward," or "what do you want this to look like six months from now?"

- 1.
- 2.
- 3.

**Blame vs. Ownership**

Steve hosted a presentation and feels it did not go well. He stated, “My presentation wasn’t productive because Michelle scheduled it too late in the day and no one was available to help me with my slides, and the people attending were all multitasking.” What questions can you ask Steve to help him move away from blame and toward ownership? Example: “How do you want to prepare differently next time,” or “what can you do that will make the next presentation go better?”

- 1.
- 2.
- 3.

**Reactive vs. Proactive**

Leslie shows up every day frantic, chaotic, and with her “hair on fire.” What questions can you ask that will help Leslie be more proactive in how she plans for her day? Example: “How can you plan for a less stressful day,” or “what does your best day here look like?”

- 1.
- 2.
- 3.

Think of a current real-world situation where someone you know (or even yourself) needs to be more accountable about something. Write a little about the situation and then write out a few questions that will help this person (or you) be more accountable.

Where could you or your team be in six months if you helped them form a new picture of accountability?

*Each of us gets to make choices about how accountable we are and how much impact we can have on the future. Causing yourself and others to become more accountable can completely shift the approach, engagement and level of success that you and your team have. Consider your ability to cause yourself and your team to increase the level and consistency of accountability to be one of your greatest tools as a leader.*