



Accountability With Heart

Core Competencies of Leadership
Lead Your Team





**No matter how loudly you
scream in your thoughts,
they'll never**

- **Hear you**
- **Get you**
- **Know what you expect**

To what do you expect your team to be accountable?

- Job tasks
- Prioritizing their job tasks
- Levels of decision-making
- Leading others

Job tasks

- defined?
- taught?
- have they changed?
- Is there an expected standard?
- Is there an operations manual?
- Are variations from training acceptable?

Prioritizing

- Level of importance?
- Necessary to schedule?
- Are others involved or depend on the employee?

Levels of decision-making

- Re-scheduling?
- Spending?
- Assigning?
- Firing?
- Approvals?
- Customer Service?

Leading others

- Do they have people skills?
- How can you enable them from teammate to a boss?
- Do they know their level of authority?
- Are they undermined by you?

What steps can you take
to begin the process of clarifying and
assuring accountability?



Start With Key Accountabilities

- What 5 things, if done excellently, will allow you to forgive all else? Their A skill set.

Onboarding With Baby Steps And Clarity Of Each Lesson

- What are they expected to learn Day 1/Week 1/Month 1?
- Probation: you both get to assess each other for fit

Training

- Who is training them?
- How and how often are they being tested?
- What level of detail is needed for the new job?
- How much risk is there with accuracy?

Feedback

- Do it privately if bad, publicly if good
- Rewards – the same for all?
- Something specific for the employee?
- Look for opportunities for positive acknowledgement

Performance Reviews; Dreaded, Yet Absolutely Necessary And Valuable

- Your opportunity to see if you're both on the same page
- Might they be more valuable than you realized?
- Deserving of an opportunity to grow? Get new training?
- Their opportunity to crow about stuff of which you know zilch
- It's the agreement that leads to a possible bonus/reward

