

DEEP

Accountability

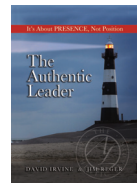
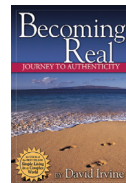
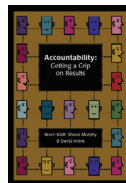
The Power Of Agreement



**2007 Parks and Recreation Ontario
Winter Active Educational Forum and Trade Show
Wednesday, March 28th, 2007
Huntsville, Ontario
With David Irvine, The Leaders' Navigator
Best Selling Author, Consultant, and Leadership Architect**

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Deep Accountability: The Power Of Agreement

My Accountability For This Session:

To present and begin a dialogue around the principles and application of accountability that will be inspirational, thought-provoking, and entertaining...

My Needs For Support:

- Bring the fullness of your mind and your heart to this presentation.
- Challenge me.
- Bring examples from your organization to make the discussions relevant.

Consequences:

- You will grow.
- I will grow.
- We'll each find satisfaction and fulfillment in the process.

Outline For This Session:

1. Principles and Philosophy
2. The Tool
3. Discussion and Application

“For every thousand hacking at the leaves ... there is one striking at the root.”

- Henry David Thoreau

Accountability: The Ability To Be Counted On...

An assignment:

- Make a list of everyone in your life that you can count on.
- If I asked those you serve to do this assignment, would you be on *their* list?
- Whose list would you be on?
- How would you articulate your current process for managing agreements in your organization?

A question for reflection:

Where were the seeds of accountability first planted in you?

Maturity:

- The ability to do a job whether or not you are supervised,
- Finish a job once you start it,
- Carry money without spending it,
- And be able to bear an injustice without wanting to get even.

The Accountable Mind-set

One of the great revelations of our time is the awareness that changing the inner attitudes of our mind can change the outer aspects of our lives. Changing our perception and beliefs about the world can actually change the world. Changing the world begins with changing ourselves. If you want to change anything about your external environment, it starts on the inside.

Victim, Entitlement Mind-Set (Renting)

- 1) Blame Oriented
- 2) Contaminates
- 3) Triangulates
- 4) Past focused
- 5) Self-centered
- 6) Closed minded (“Knower”)
- 7) Comfort
- 8) Pension

Courageous, Accountable Mind-Set (Ownership)

- 1) Solution Oriented
- 2) Contains
- 3) Is direct
- 4) Let’s go
- 5) Principle-centered
- 6) Coachable (“Learner”)
- 7) Character
- 8) Passion

“Circumstances don’t make a person; they reveal him.”

Victim Questions:

- “Why don’t they give us more direction (or resources or effort)?”
- “When will we get more information so we can make a decision?”
- “Why do they make it so difficult to do our job?”
- “When will they take care of the problem?”
- “Why is this happening to me?”
- “Why do we have to go through all this change?”
- “Who dropped the ball?”
- “Why don’t they communicate with us?”

Accountable Questions:

- “What can I learn from this situation?”
- “How can I more clearly and proactively ask for what I need?”
- “What can I do today to solve the problem?”
- “How can I move the project forward?”
- “What action can I take to ‘own’ the situation?”
- “How can I communicate better?”
- “How can I create a clear vision for myself - and be more focused?”
- “How can I be of service here?”

Getting A Grip On Results

Through Commitment Conversations

Authentic Accountability Agreements™ – 7 Key Elements¹

1) Legacy Statement

Each of us, by the lives we live, leaves a footprint of your legacy. What will be yours? What is your unique talent? What is your passion? What is your dream? Why do you get out of bed in the morning? What legacy do you desire to leave? What kind of a person do you want to be known – and remembered - for? What is your highest aspiration in your work?

2) Business Focus Statement

What is your highest level of value/contribution that you bring to your organization, to your clients? Describe your “business-within-the-business” within your organization? What matters most? (In other words, if you were outsourced, how would you describe your business as a consultant to this organization?)

3) Accountabilities

What specific outcomes or results do you promise to deliver? What accountabilities are uniquely your own at your level of the organization? What is *important*?

4) Support Statements

What support and resources do you require to fulfill your accountabilities, and from whom specifically?

5) Goals

What are the specific, measurable, attainable, realistic, and time-limited (SMART) commitments you will do to meet your accountabilities within a given time period? Use your existing goal-setting process. Try to have a short-term goal for each accountability.

6) Positive Consequences

What do you want from your organization in return for delivering on your accountabilities? These require later negotiation with your organization (most likely with your leader). NOTE: KEEP THESE CONFIDENTIAL.

7) Evergreen Plan

How will your Accountability Agreement be kept current and remain useful? When will you have a formal review? With whom?

Objective For The Agreements:

Create *clarity* - about your role and direction

Create *conversation* - at a new depth, with the right focus

Create *energy* - describe what you need for success

¹ *Accountability: Getting A Grip On Results* (Authored by Bruce Klatt, Shaun Murphy, and David Irvine) is available for sale here today. Multiple copies of *Accountability: Getting A Grip On Results*, can be ordered by email: val@davidirvine.com