

ABA Mid-Year Meeting

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Creating a Culture of Accountability

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Creating a Culture of Accountability

Culture

Accountability

Creating



Culture

“SOFTWARE OF THE ORGANIZATION”

Values: Telling the truth

Beliefs: Viewpoints of the business

Norms: Accepted behavior

Beliefs about the business and the practices that result can be changed

Behaviors are beliefs turned into action.

Accountability

“HARDWARE OF THE ORGANIZATION”

Performance standards

**Clear and
Consistent**

Communication

Rewards linked to performance

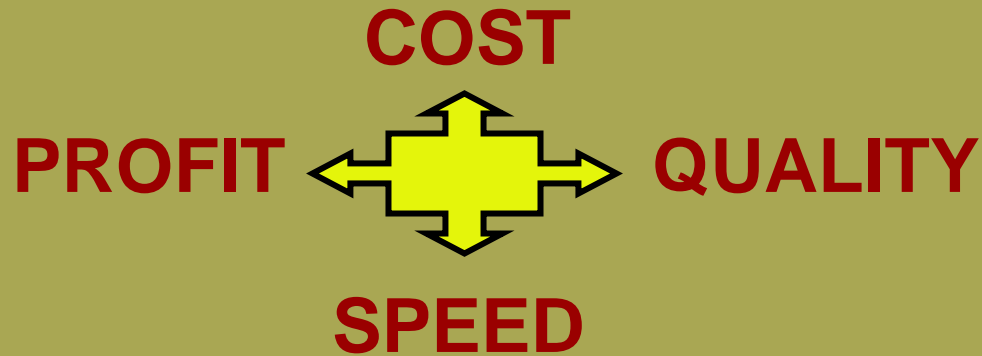
**Culture is changed with
performance behavior**

Creating

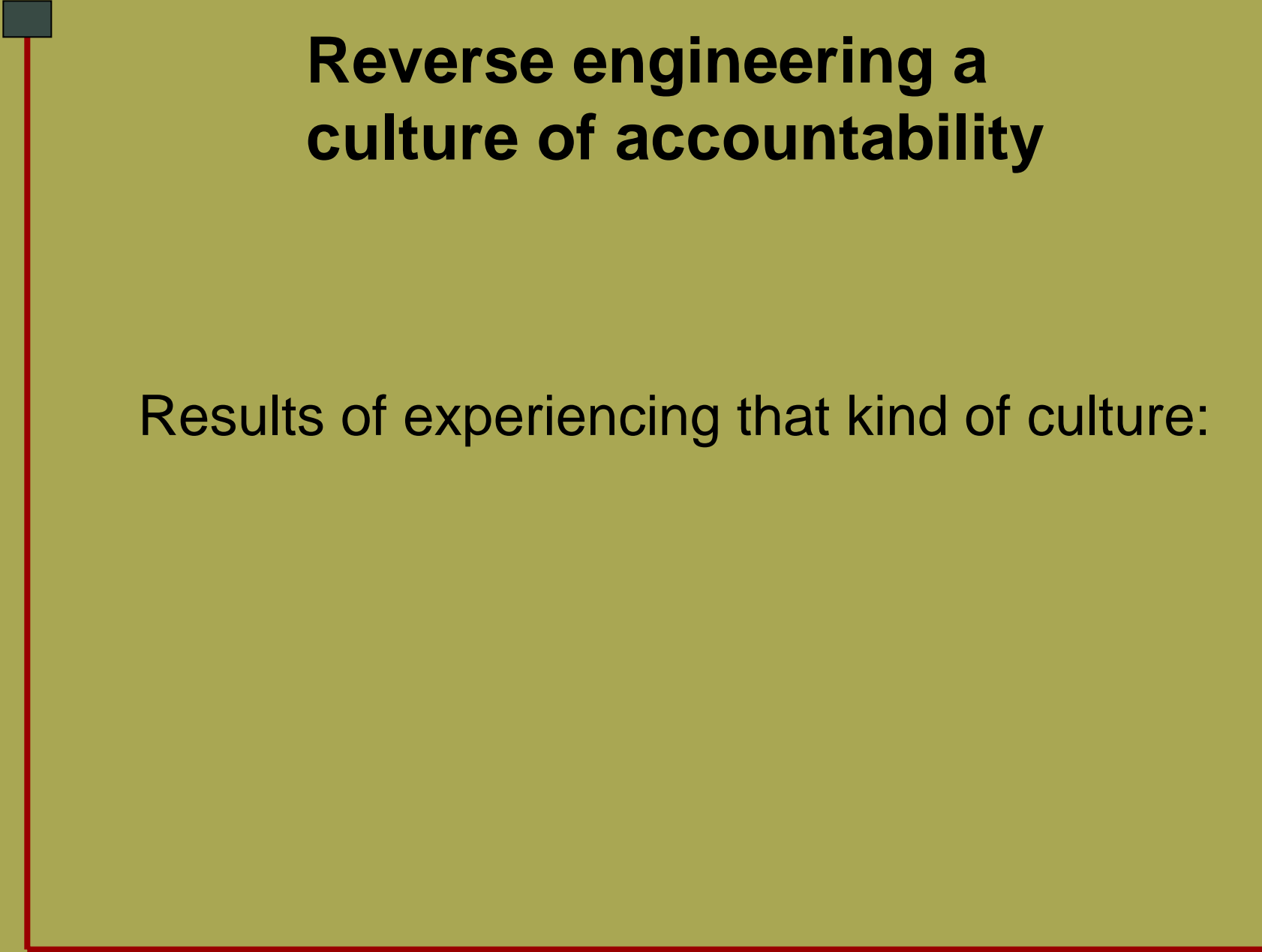
Are we ever “there” ?

Reward achieving
the results

Reward the behavior

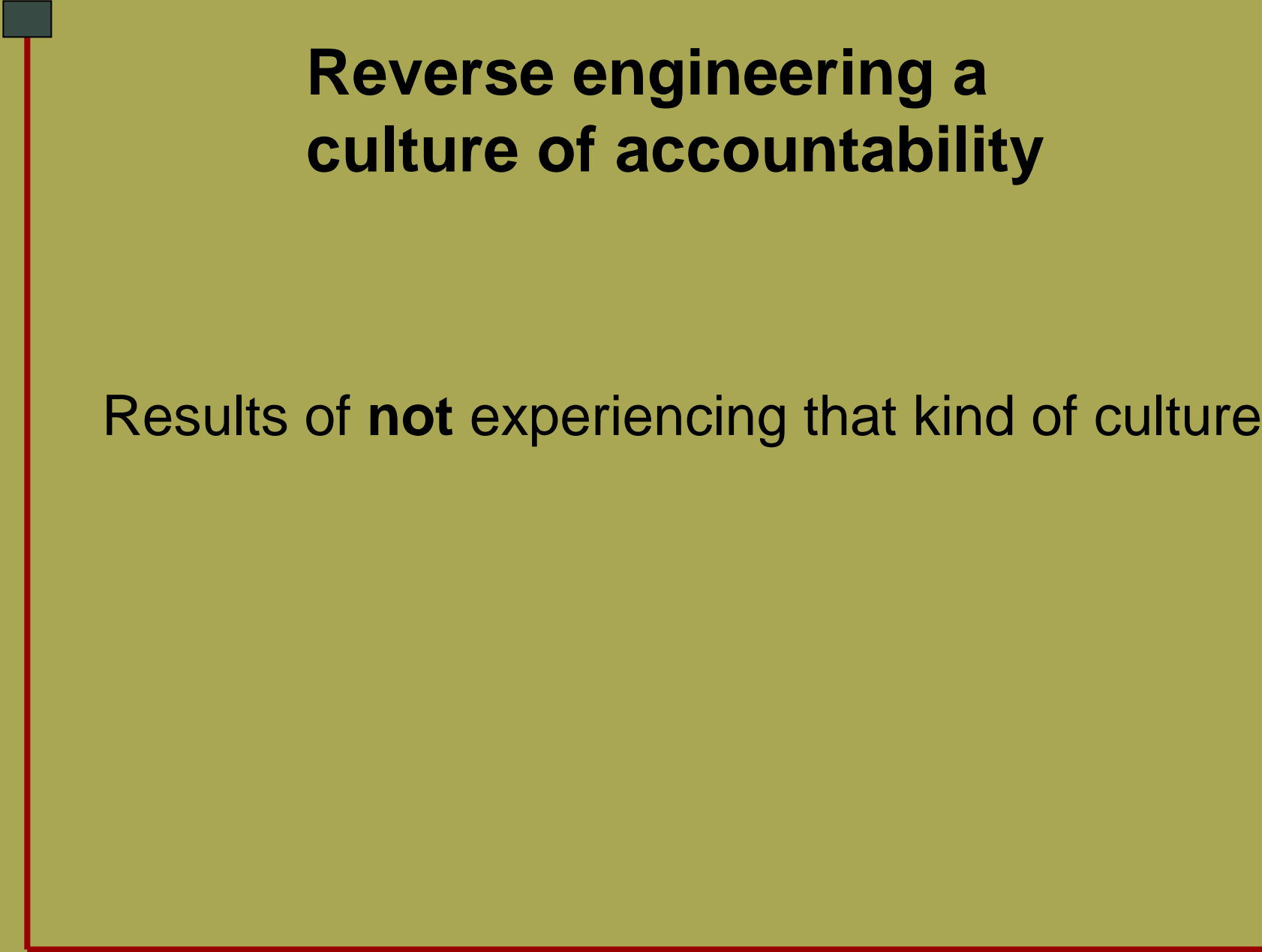


**You get the behavior you
exhibit and tolerate.**



Reverse engineering a culture of accountability

Results of experiencing that kind of culture:



Reverse engineering a culture of accountability

Results of **not** experiencing that kind of culture:

Reverse engineering a culture of accountability

In what areas will we need to change to get to that kind of culture?



.....and what steps should we take?



Conversations that should take place

Invitation: **Self enroll**

Possibility: **A break from the past**



Conversations that should take place

Ownership: I am the cause

Dissent: Express doubt



Conversations that should take place

Commitment: **What price to pay?**

Assets: **What do I bring?**

Summary

Communicate

**Intentions and
conversations;
strategy, objectives**

Reward

**Behavior and
achievement**

Demonstrate

Leadership

