



# ACCOUNTABILITY

- *Taking Responsibility*

**Dan Fons**

***Business Coach***

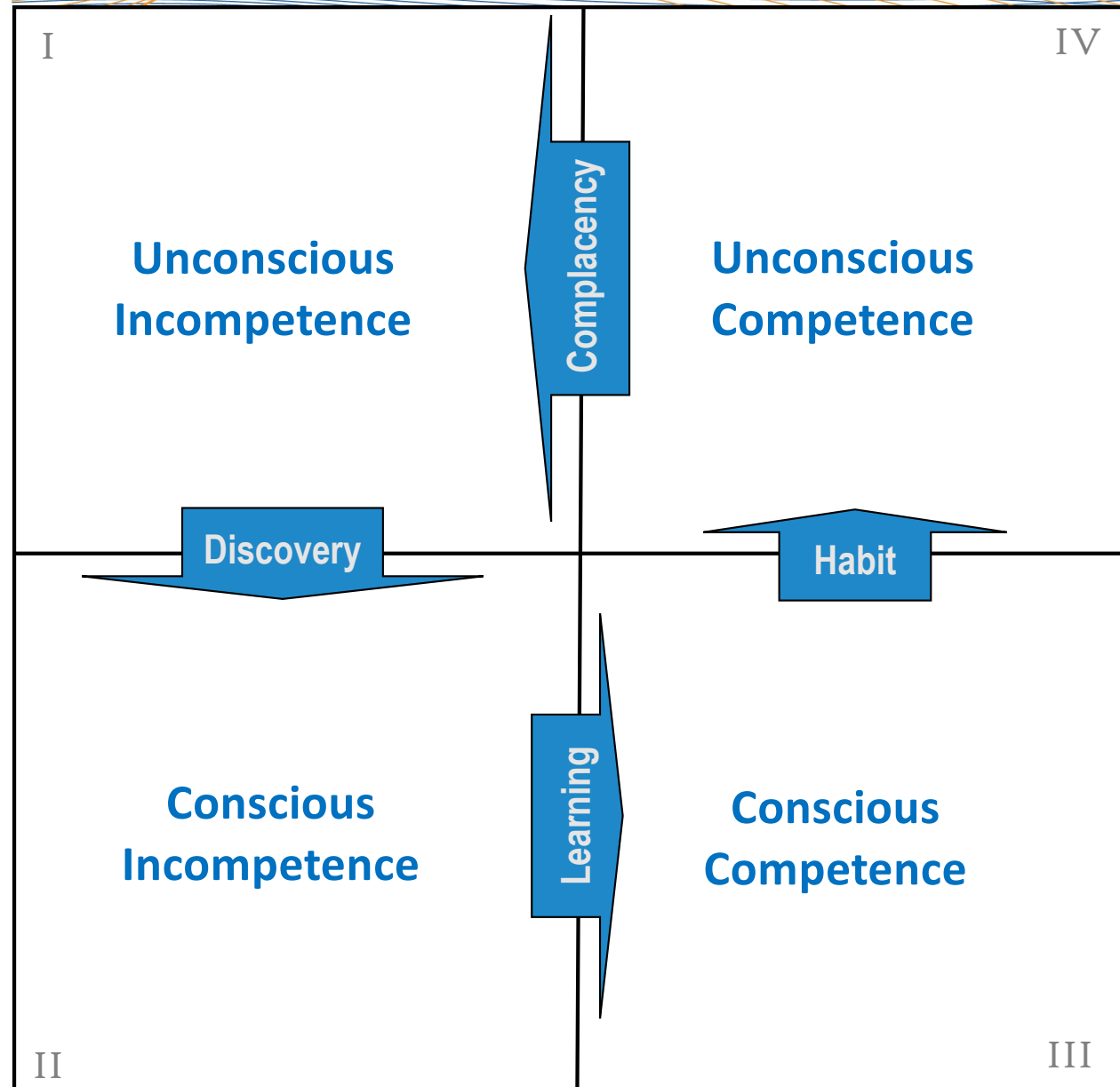
**RELEASING POWER -**

Helping Executives and their teams Prosper  
& Grow as Individuals and Organizations.



**EXECUTIVE  
POWER**

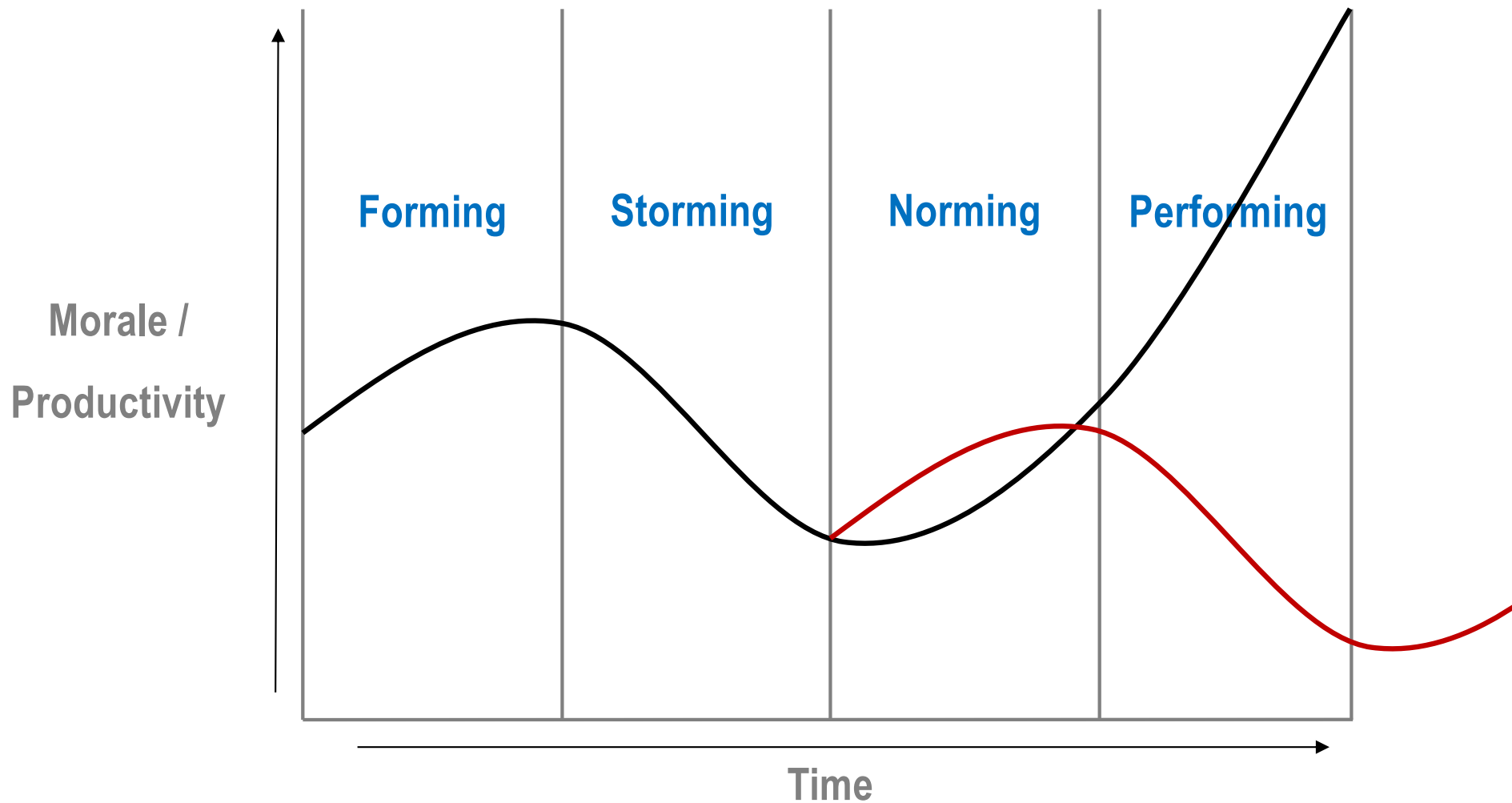
# Law of Learning





**EXECUTIVE  
POWER**

## Cycles of Change





EXECUTIVE  
**POWER**

# 3 INFLUENCERS IN YOUR LIFE?



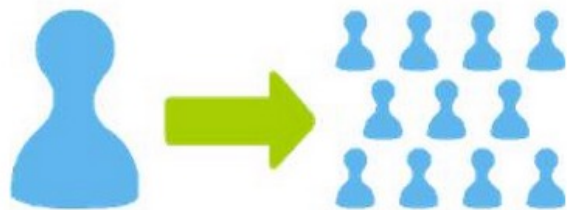


**EXECUTIVE  
POWER**

**Authority**

**&**

**Influence**

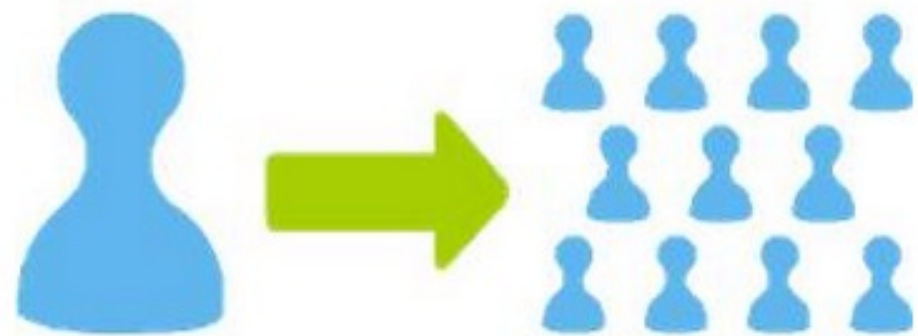




EXECUTIVE  
**POWER**

# AUTHORITY

Authority is the right granted to you by the organization to direct, control, and tell others what to do.





EXECUTIVE  
**POWER**

# INFLUENCE

- Influence is a personal talent that can be developed and used to achieve worthwhile goals. It does not depend upon title, rank, position, or authority. It is simply the ability to motivate others to take specific actions.





## Exercise

- Who do you see in your organization who isn't in a position of authority (by title) but has a lot of influence?
- Share in groups.

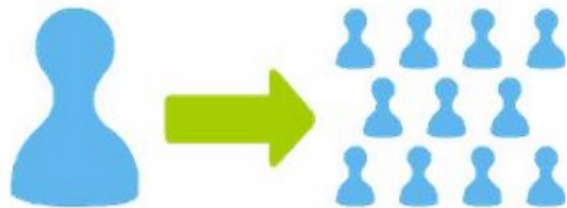




EXECUTIVE  
**POWER**

## Authority

Granted to you and  
has defined limits



&

## Influence

Derived from a person's  
individual relationships  
with those around them





EXECUTIVE  
**POWER**

*“Leadership is the art  
of getting someone else to do something you  
want done because they want to do it.”*

*Dwight D Eisenhower*





EXECUTIVE  
**POWER**

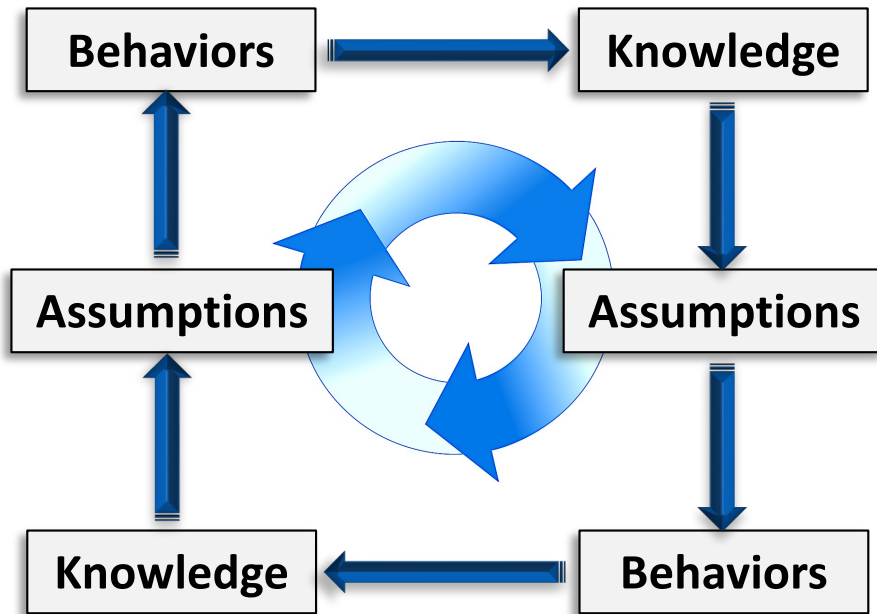
Earning  
Influence





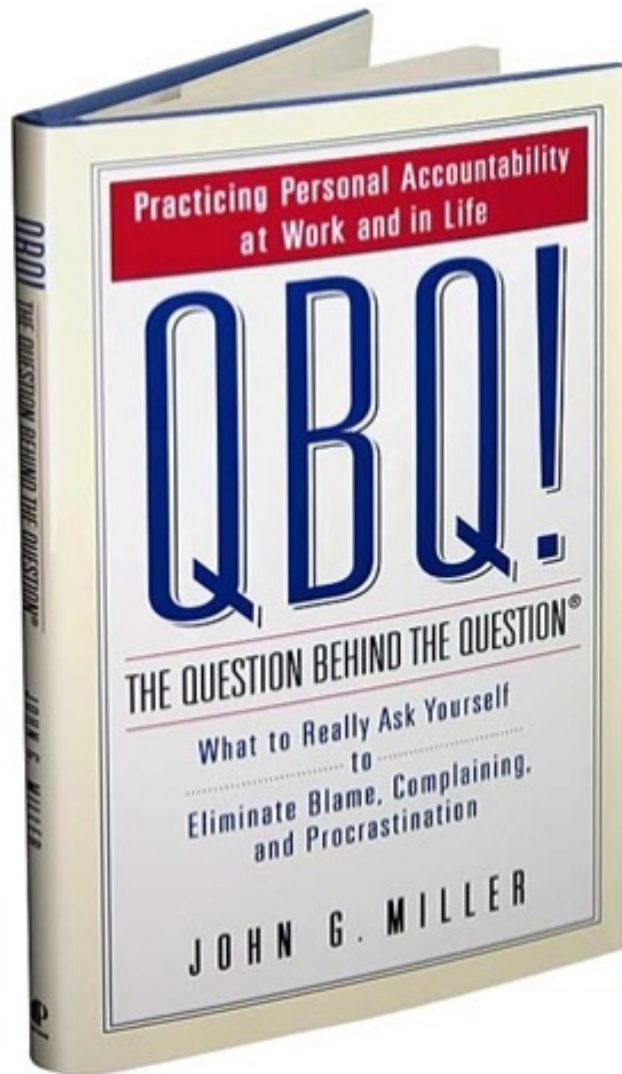
Person A

Person B





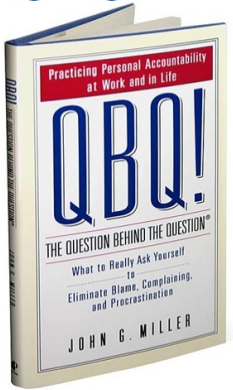
EXECUTIVE  
POWER



- Inappropriate Questions
  - *WHY...*, *WHEN...*, *WHO...*
- QBQ Type Questions
  - *WHAT* or *HOW*
  - *"I"*
  - *Action*



EXECUTIVE  
POWER



## It's a Choice

Please reflect on the idea: Even deciding not to choose is making a choice. Think of something you decided not to do recently – was it a good or bad decision?

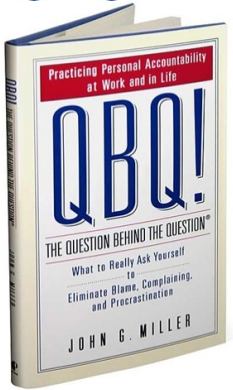
Fill in the blank: People who believe they have no choice say things such as the following:

“I \_\_\_\_\_ to”

“I \_\_\_\_\_”



EXECUTIVE  
**POWER**



## Choices & Consequences

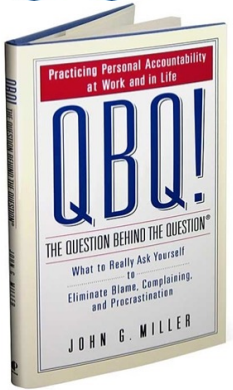
I HAVE to do the Laundry – True or False?

*Consequence of not doing the laundry?*

*(there is a freedom in realizing that I don't have to do it, but "choose" to do it because I don't like the alternative – dirty clothes!)*



EXECUTIVE  
**POWER**



## Choices & Consequences

I HAVE to pay my taxes. True or False?

*Consequence of not paying your taxes?*

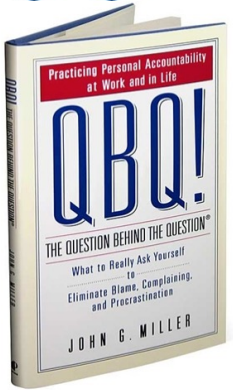
I HAVE to go to work. True or False?

I CAN'T exercise consistently. True or False?





EXECUTIVE  
POWER



## Choices & Consequences

- When I use the phrases “I have to” or “I can’t” I feel ...
- When I use the phrases “I choose to” or “I can” I feel ...

Personal Accountability is the essence of QBQ, which is making better \_\_\_\_\_ in the moment by asking better \_\_\_\_\_.



EXECUTIVE  
**POWER**

## Which are Inappropriate Questions?

Why didn't anyone tell me I need this?

When are they going to update the standards?

How can I help him feel more comfortable with this conversation?

Why doesn't he care about this decision?

Who does this guy think he is anyway?

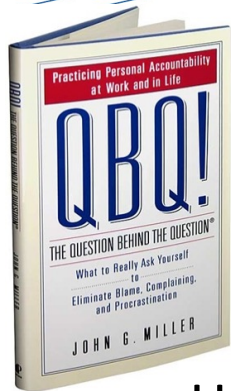
What action can I take that will keep this area clean?

Why do I always have to be the one who does all the work around here anyway?

What is the best way for me to improve this situation?

Why are my children always so demanding?

When is management going to give us the resources we need to be successful?





EXECUTIVE  
**POWER**

## Which are Inappropriate Questions?

What steps can I take to move things forward?

Why do we have to always be going through so much change?

When is she going to do something about that lazy son of a gun?

How can I support others in this effort?

Who caused this problem in the first place?

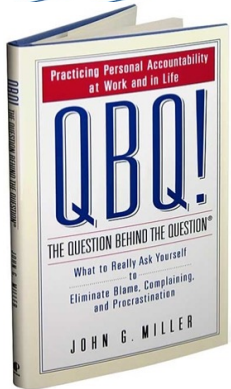
Why can't I catch a break?

When are they going to fix this?

How can I adapt?

What can I do to communicate more clearly?

What's up with this younger generation??





So – What does it mean to be  
Accountable?

What are the benefits to your  
**organization** to have an  
Accountable Workforce?

What are the benefits to **YOU**  
(as a leader) to have an  
Accountable Workforce?

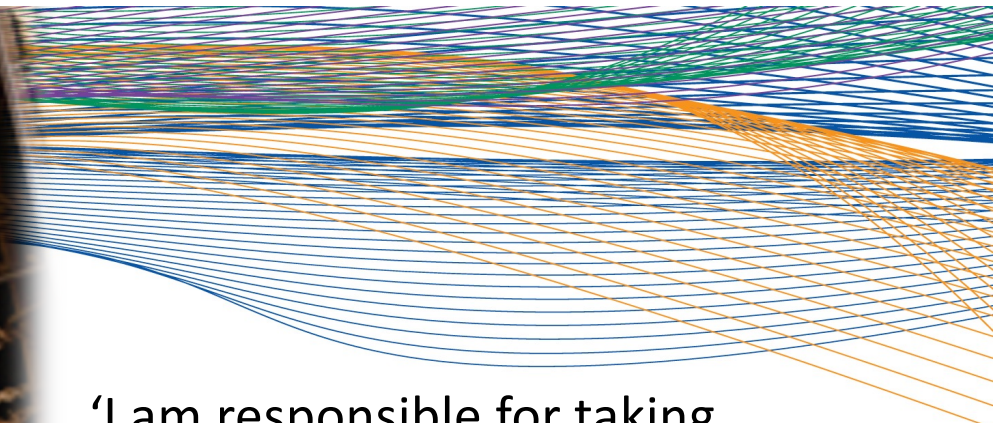




# HOLDING OTHERS ACCOUNTABLE

Week-in-Review





'I am responsible for taking action, asking questions, getting answers, and making decisions.

I won't wait for someone to tell me. If I need to know, I'm responsible for asking. I have no right to be offended that I didn't "get this sooner."

If I'm doing something others should know about, I'm responsible for telling them.'

*Garry Ridge, CEO*



EXECUTIVE  
**POWER**



# Session Recap