

Definition Accountability: ac•count•a•bil•i•ty / uh-koun-tuh-bil-i-tee

1. the quality or state of being accountable;
 2. an obligation or willingness to accept responsibility for one's actions
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“Accountability should not be defined as a punitive response to something going wrong.

Accountability means preventing something from going wrong.”

Henry J. Evans

Winning with Accountability



Holding Others Accountable is SIMPLE

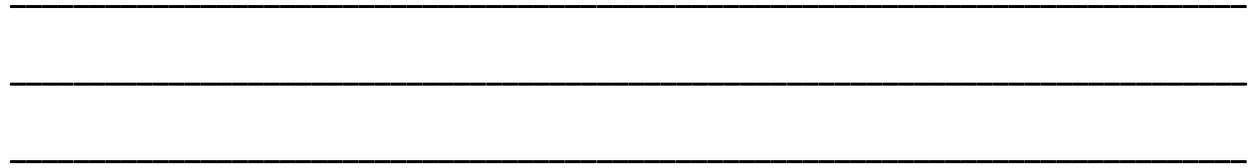
S	<p>Set Expectations</p> <ul style="list-style-type: none"> • Never assume – Be clear and focused • SMARTER Goals are a great tool [<i>Time Management for the Christian Leader</i> book]
I	<p>Invite Commitment</p> <ul style="list-style-type: none"> • Just because they know what to do...doesn't mean they will do it • Explain how the goal will benefit them and our ministry • Connect what they want to what we need to achieve
M	<p>Measure Progress</p> <ul style="list-style-type: none"> • Reward completion...but recognize steps along the way • Periodically (monthly, quarterly, etc...) let them know how they are doing • Ask what they need – what is getting in the way? Remove obstacles • Good goals are always measurable
P	<p>Provide Feedback</p> <ul style="list-style-type: none"> • Honestly share how you feel – Be clear, don't make them guess • Feedback is a gift, be sincere • Intent is more important than technique
L	<p>Link to Consequences</p> <ul style="list-style-type: none"> • What will happen if they are successful? What will happen if they are not? • Not about punishments...focus on the mission and vision
E	<p>Evaluate Effectiveness</p> <ul style="list-style-type: none"> • Focus on the results – not the effort • What worked and what did not? What should have been done? • What did they learn? • Be systematic and consistent

Hypocrisy exists in the space between language and action.

“My company says they value new ideas, but we keep doing things the old way.”

“The sign in the window indicated the business was accredited by the Better Business Bureau, but I feel like I was ripped off.”

“The sign out front said, ‘Friendliest Church in Town’ but no one spoke to me and I felt like an outsider when I worshiped with them last week.”



In our churches, our goal should be for everyone to hold each other accountable for their commitments in a positive and productive manner.

**Accountability is born when two or more
people know about a commitment.**

Resources

Winning with Accountability: The secret language of high-performing organizations by Henry J. Evans

Winning on Purpose: How to organize congregations to succeed in their mission by John Edmund Kaiser

Next Generation Leader: 5 Essentials for those who will shape the future by Andy Stanley

Leadership on the Other Side by Bill Easum

Courageous Leadership by Bill Hybels

Principle-Centered Leadership by Stephen R. Covey

