

Accountability Ladder



Powerful

Make it Happen

Find Solutions

“Own it”

Acknowledge Reality

Wait and Hope

Excuses

Blame Others

Unaware

What do you tend to spend the most time and energy worrying about and blaming others for?

What more can I do to get the results?

What can you do to spend more time at the higher levels of the ladder?



Accountability Ladder Assignment

understand the concept



The Accountability Ladder is a tool to help us become more aware of when we are feeling accountable and when we are not. When we are not getting results, we often blame our circumstances or other people and we feel powerless. Using the ladder as a tool helps us refocus on: What more can I or we do to get the results?

reflect



- *How does operating at the lower levels of the Accountability Ladder impact your performance and your mood?*
- *How would spending even more time on the higher levels of the ladder improve performance and your mood?*

practice

- MAKE A POINT TO BE MORE AWARE OF WHEN YOU ARE FRUSTRATED, IRRITATED, AND COMPLAINING ABOUT THINGS.
- NOTICE WHICH LEVEL OF THE ACCOUNTABILITY LADDER YOU ARE ON WHEN THIS HAPPENS.

BE
EXTRAORDINARY
TOGETHER.



Connecting the Dots between Culture and Safety

Culture Conversation: Accountability Ladder

- Our colleagues and our patients are “counting on us” to be accountable and to strive for highly reliable processes and workflows
- When thinking about the concept of accountability, evaluate the Zero Harm Tools.
 - Have you followed through with your commitment to keep your colleagues and our patients safe?
 - Have you slowed down in the moment by using the STAR (Stop, Think, Act, Review) tool?
 - Have you avoided risky behaviors and practices by getting yourself out of auto pilot or ensuring you are validating and verifying before moving to the next task?
 - Have you taken steps to speak up for safety by submitting an SOS report or using the CUS (Concerned, Uncomfortable, Stop) tool in the moment?

BE EXTRAORDINARY **TOGETHER.**

Culture Considerations and Conversation Starters

Accountability

- Try incorporating “accountability” questions into your interactions. Here is a list of examples:
 - What more could I have done, or could I do, to achieve desired outcomes in this situation?
 - What did I do that led to success and what can I learn from that for the future?
 - What did I do that contributed to failure and what can I learn from that for the future?
- Teams should work together to make sure accountability for what should be done, by whom, by when and to what extent is clear
 - Ask clarifying questions
 - Practice repeat back to make sure accountability is clear in the minds of all present
- Remove emotion from the situation when reflecting. Practice “What do I know for sure?” Stories can take you off track. Sticking to the facts usually clarifies the most productive next steps
- As leaders and co-workers we need to recognize and call out accountability when we see it
- Get your heart right when giving feedback to others about lack of accountability. If your heart/motivations are right, then your head will be right and you will choose the right words to have a productive conversation with the other person/people
- Giving each other recognition and/or productive feedback builds good relationships and teamwork