



# DRIVE A CULTURE OF ACCOUNTABILITY

**10** key root causes for lack of accountability in your team and leadership action you can take.

## 1 Lack of Clarity

Employees need to know what is expected of them in order to be accountable. Ensure you have Position Descriptions in place and provide clear goals, objectives, and deadlines.

## 3 Fear & Avoidance of Conflict

Leaders need to create a culture where it is safe to challenge the status quo and speak up when something is wrong without the fear of upsetting their colleagues.

## 5 Limited Feedback, Guidance & Support

Employees need regular feedback on their performance in order to improve. They also need guidance and support from their leaders when they are struggling to meet expectations.

## 7 Lack of Focus

Employees may be overwhelmed by their workload. Leaders need to help employees prioritise effectively and to break down large tasks into smaller, more manageable steps.

## 9 Procrastination

Some employees may procrastinate and avoid taking action. Leaders need to help employees to overcome procrastination and to develop a plan for completing their tasks.

## 2

## Ineffective Communication

Employees need to be kept informed of changes to expectations, goals, and deadlines. They also need to be able to communicate with their managers and colleagues about their progress.

## 4

## Lack of Follow-up or Follow-through

When employees do not meet expectations, leaders need to follow up and take action. This may include providing additional training, coaching, or disciplinary action.

## 6

## Not Recognising Correct Behaviours

Employees need to be recognised and rewarded for their positive accountable behaviours. This will help to encourage them to continue taking ownership and to drive accountability within their teams.

## 8

## Lack of Courage, Fear of Ridicule/Failure

Some employees may be afraid of failure or ridicule and avoid taking risks. Leaders need to create a culture where it is safe to fail and where employees are encouraged to take reasonable risks.

## 10

## Lack of Consequence

When there are no consequences for unsatisfactory performance, employees will have no incentive to change. Leaders need to be clear about the consequences and enforce those consistently.

### BONUS TIP

#### You should consider the following:

Have business needs shifted and the employee has no longer the skill-set to deliver the required outcomes? Complete a skill matrix and identify your team's skill gaps and areas for development.