

Accountability in the Workplace

Accountability helps to ensure that every employee will take responsibility for their performance and behaviors, and continue to manage this responsibility. When we implement goals and communicate with one another, we can achieve powerful results. Accountable employees will fuel performance and productivity, and generate an enhanced workplace.

What is Accountability?

Accountability is an essential factor in an exceptional, high-functioning workplace. It is very important to build a team that fosters workplace accountability, since accountability will be reflected in the accuracy and efficiency of the work produced by the employees.

Accountability is the acceptance and obligation to carry out a responsibility. This includes being answerable for decisions, actions, and the outcomes. Accountability represents a form of trust, which is a fundamental trait for employees to have.

Personal accountability is a choice and mindset, in which you are holding yourself accountable for your actions. This is a good way to achieve goals, increase your confidence, and grow as an individual.

Creating an Accountable Workplace

In order to build an accountable workplace, it is imperative that every member of the team is an accountable employee. One employee's lack of accountability will damage the rest of the team.

The cycle of accountability acknowledges the relationship between responsibility, ownership and answerability. The practice of accountability follows a particular sequence of events, in which there is a strong connection between each component in the cycle.

1. Establishing goals and expectations
2. Delegation/Creating Ownership
3. Monitoring/Measuring
4. Evaluation/Feedback

Feedback as a Tool

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The Power of Goal Setting

Specific: Ensure the goal is clear and concise. Specificity includes establishing answers for who, what, when, where, why and how.

Measurable: This includes establishing how many, how much, and by when.

Achievable: Do you have the skill set, capability, or resources to complete the required work?

Realistic: The task/goal should be realistic in that it is achievable, given the factors surrounding it.

Timely: Consider the time frame, including the start date and end date.



At the end of the day, we are accountable to ourselves. Our success is a result of what we do.

- Catherine Pulsifer



Benefits to the Business

Accountability in the workplace helps to measure progress and the success of both employees individually, as well as the success of the team as a whole. Accountability requires extra time and effort, and the value of all of this hard work may not be evident throughout the process. However, when employees take initiative, stay accountable, and do what is best for the business, there will be many powerful benefits in return, such as:

1. Improved performance
2. Increased trust and integrity
3. Increase in employee engagement
4. Greater workplace satisfaction
5. Better dedication to your role

Effective Delegation

Proper delegation skills will ensure greater achievement in the workplace. Delegation involves the transferring of a task from one individual, generally of higher authority, to another individual of lower authority. Thus, effective delegation is important from the start, if we wish to carry out a successful project or task. Appropriate delegation is one of the first steps in the accountability process.