

Ep 65: How to Hold Others (and yourself) Accountable

Clear expectations to measurable results

- o Set clear, actionable and time-bound expectations.
 - o This should happen when an employee starts their job, but expectations should be reset as they grow, are elevated to new positions, or the company changes. Following yearly planning is a good time for this, but there needs to be milestones along the way.
 - o If the market isn't bringing you good candidates, reframe your thinking. Do you break down roles so that they make less but the roles are more easy to tackle?
 - o As an employee, always ask for a job description and make sure it is used/applicable to your position. Sit down with your manager to set weekly goals as you get up to speed and then no less than monthly check ins to assess progress. Longer term plan should have monthly, quarterly and yearly goals with the outcomes.
- o Schedule regular and ongoing check-ins to assess progress.
 - o Perhaps this is weekly at first, then no less than monthly. Keep the feedback loop alive and well- and not always negative.
 - o Regular check-ins are important to assess progress against the goals. Impromptu times for feedback are important because they let you know in real time how you are doing. Once you start doing this it becomes regular practice and then less "scary"/less of a big deal. This allows the manager to point out things you are doing well specifically and where you might improve, which ensures you are on the same page.
 - o This may be harder when you are not face-to-face, but it is worth a quick phone call or Facetime/Zoom to give timely feedback.
- o Make your company a place people want to be.
 - o This is one NOT happening in a big way right now. People are so starved for employees that often the results are less than status quo.
 - o Companies are offering an obscene amount of money as a way to compete, but playing into this makes it a commodity. As soon as your employee receives a better offer they'll take it. On the other hand, if you build your company culture and focus on being accessible to your employees they feel a part of something. This makes it harder to leave and makes them happier.
- o Hold yourself accountable to accountability.
 - o Managers have had to change their approach during COVID. Their ability to change and flex is more important because they must serve as an example for the employees. What you feel as the manager continues to go down the line.
 - o Accountability starts and ends with the manager. You MUST hold yourself accountable to clear expectations and do the same consistently for your team. Part of this is BEING PRESENT, which is underestimated. That means something different if everyone is remote, but through vigilant leadership you can instill the expectations and with regular check-ins, your teams feel your presence even if you are not physically there.

Areas to address immediately are:

1. _____

2. _____

3. _____

Action Plan:

Action	Timing	Progress	Complete

