



See **It**

Own **It**

Solve **It**

Do **It**

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This newsletter will be published weekly to incorporate new ideas and lessons learned on our accountability journey. Thank you to everyone who completed the feedback survey for last week's training. We will publish the results in next weeks' newsletter. As I went around the company this week I heard lots of talk about "The Line" and staying above, calling out below. We also heard that while there has been great use of "The Card", there is also some confusion about whether we are doing it correctly. So, this is our "Tip of the Week".

### Tip of the Week: **Feedback (Card) Activity**

#### **How can I use the "card" in my regular meetings?**

Use in regular ongoing meetings such as staff meetings, functional team meetings (Ad Meeting) or special task forces (New Store Opening) to provide feedback to each other on how you are working together or on how the project/process is going

#### **There are a lot of the people that I don't work with on a regular basis. It feels odd to just call someone up and ask for feedback?**

As the top leadership of the company it is important that we can all work together on the key results of the company. However some of us don't meet on a regular basis. If this is the case, schedule 30 minutes, have a cup of coffee and get to know your colleague. Share how you both work on the company results and where you have challenges in See It, Own It, Solve It, Do It

#### **Is it okay to do it a little differently?**

Yes, as long as you are using the See It, Own It, Solve It, Do It model. The card in the back of the workbook that has the model on the front and the sixteen practices on the back is a good reference. There are several different ways to provide feedback

- Personal feedback around how each of you practice the four steps of accountability
- Department feedback, i.e. when human resources and operations works together, how do we share accountability for projects using See It, Own It, Solve It, Do It
- After action review for a current project; how did the project go? What could we have done better with See It, Own It, Solve It and Do It

### **Do we really need to use the card?**

The purpose of “THE CARD” is to hold yourself accountable to have a feedback conversation with four people a week for four weeks. The card provides a reminder for you. Remember: “Accountable people ask for and offer feedback which creates accountability”.

NOTE FROM TRAINING: This will get easier each time you do it. We want to hear your success stories or lessons learned so we can share with each other so please keep us updated. Also if you want to practice with someone, just call. Barb will be happy to work together with you on a feedback session.

Upcoming Activities: June 10<sup>th</sup> Accountability Workshop with District Managers, Merchandiser and additional corporate partners.