



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.

### Tip of the Week: **Own It**

On Tuesday Dave had a meeting with Directors and above to review 2nd quarter results. He opened the session with a feedback activity around Own It...how can we all begin to "own" growing a culture of accountability? The group broke into teams and came up with many ideas. The top six were:

1. Make feedback a part of your weekly meetings by making it an actual agenda item. This can be one on one feedback, feedback on improving the meeting or feedback on a project
2. Meet with your team members to understand what they are working on and reconfirm your expectations of the results you are expecting them to achieve
3. In working with someone from another department, ask, "How can I/my department help your department?"
4. Overcome the obstacle of staying out of a specific area of the business. If you "See" something that you believe is helpful feedback, don't hesitate to provide it.
5. Integrate the accountability language without specifically talking about the class. Saying things such as "How else can we solve this problem" or "What am I not seeing in what you are asking me to do" can help you practice accountability with others
6. KEEP PRACTICING - both individual and department feedback. The more we practice, the better we will get!

**Stories:** Please send me your stories of how you are using the accountability skills in your daily work

**Training:** Trainer Certification: July 14; One Day Oz Principle Class: July 15