

Ownership and Accountability: Building a Winning Team

Learning Objectives

- Create a culture where team members engage fully in their work
- Influence team members to take ownership of both individual and collective results
- Build stronger teams through mutual accountability
- Reduce conflict when addressing performance issues
- Use tools to encourage accountability in others

Understanding the Accountability Framework

- Recognize the relationship between accountability and ownership
- Distinguish between “unwilling owner” vs. “willing owner”—mindset.
- Assess where you are on the accountability/ownership mindset scale

Taking Ownership for Results

- Distinguish between individual and collective forms of ownership
- Classify what you own and what the team owns for role clarity effectiveness
- Recognize how role clarity supports improved results and establish a framework for role clarity
- Map developing the team through mentoring, coaching and managing
- Explore ways to grow ownership and accountability through coaching
- Apply a Performance Guidance Model to inform and enable ownership

Shifting from Blame to Ownership

- Reflect and reset existing norms within the team
 - Use structured reflection to transform setbacks into learning opportunities
- Improve communication strategies
 - Identify and implement communication approaches that are positive and productive and eliminate finger-pointing and blame

Cultivating a Team Environment of Accountability

- Understand the accountability conversation model
- Demonstrate the I, We, You approach to conflict-free accountability
- Deliver and obtain accountability-focused feedback with confidence

Team Ownership Implementation

- Explore the team ownership ecosystem and determine which behaviors and tools are best for each level
- Distinguish management approaches between manager-intensive levels where team members are lower on the ownership scale, and self-directed where everyone owns results and holds each other accountable
- Apply the Clear Expectations Worksheet strategically—understanding when managers should instigate its use vs. when employees should drive its use

Navigating Team Dynamics and Resistance to Ownership

- Identify your priority gaps to support building a winning team
- Apply five tools to address anticipated obstacles and build ownership in others
- Create and review a Personal Ownership Action Plan and develop a Team Implementation Plan