**Personal Accountability –Workbook**

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| Personal Accountability Questionnaire |
| To see if personal accountability is part of your “job description,” see if you agree or disagree with the following statements:  Do you agree or disagree with the following?   |  |  |  |  | | --- | --- | --- | --- | | Sr. No | STATEMENT | AGREE | DISAGREE | | 1 | I believe that I am totally responsible for my success at work. |  |  | | 2 | I am very productive, regardless of my work environment. |  |  | | 3 | I am accountable for the results I produce, even if a situation is unfair. |  |  | | 4 | I will take training classes to upgrade my skills and competencies on a regular basis, without having to be told. |  |  | | 5 | I am very skilled at the work and would demonstrate it by my work performance. |  |  | | 6 | I will demonstrated strong interpersonal skills and take feedback in a positive manner |  |  | | 7 | I value team goals and I will contribute my best to the team. |  |  | | 8 | I am willing to examine my own accountability issues in order to achieve team success. |  |  | |
| The KASH Model |
| The KASH Model  Empowering deeper sustainable development  People know what to do, but they don’t do it, or don’t want to. A lot of people are hired for “skills” and “knowledge,” but fired for “attitude” and “habits.” In other words, it’s easy to focus on knowledge and skills but often it is people's attitudes and habits that limit them.   |  |  | | --- | --- | | Knowledge | What you know | | Attitude | Your attitudes, along with your underlying values and beliefs | | Skills | Your capabilities | | Habits | What you actually do |   We find it helpful to understand it in terms of the KASH model, which states that there are four things which have to be right if human performance is going to be optimal. They are:   * Knowledge * Attitudes * Skills * Habits. * Introduction  The KASH Model * The KASH Model consists of four phases: knowledge of a better way, attitude, skillful application of the new knowledge, and habit. Knowledge of a better way is trying to get learners to accept that there is a better of doing things. It involves selling the new way to the employee. Let’s use an example of a company implementing a new technology that will be used to make a company more efficient and profitable. There are two ways that can be used to implement this component. The first technique is to place fear into the employee by saying that they will lose their jobs if they don’t learn this new technology. This fear could be the motivation they need to be able to stay employed. This is happening with the new security screeners at the airport. Many of them are older people who have never touched a computer and are faced with the task to take the test on a computer. Many of them come away from the experience that they need learn how to use a computer.   KASH Analysis Process  Knowledge  Knowledge includes your understanding of the subject, different interview patterns, your skills in relation to your job.   |  | | --- | |  |   Attitude  Attitude is everything. You are 100% in control of your attitude every day. Your attitude speaks volumes of information to your customer. Remember to apply the word “consistently” to your rating. Are you positive every day or just some days?   |  | | --- | |  |   Skills  Skill is what you use to share your knowledge and attitude with other people. Developing skill requires work – practicing, drilling and rehearsing every day. Most people want to win. Do you take the time to prepare to win every day?   |  | | --- | |  |   Habits  Yourself discipline determines your success. Are you on time every day? Do you come to work mentally prepared? Do you have a written action plan every day? Do you have winning personal and professional habits?   |  | | --- | |  |   KASH Analysis Form  Trainee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Trainee ID: \_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date: \_\_\_\_\_\_\_\_\_\_\_\_   |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Poor | | Fair | | Good | | Great | | Exceptional | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |  |  |  |  | | --- | --- | --- | --- | | Knowledge | Skills | Attitude | Habits | |  |  |  |  |  |  |  | | --- | --- | | Possible = 40 | “A” Trainees … 33 – 40 | | Actual Score = | “B” Trainees … 17 – 32 | | Gap Score = | “C” Trainees … 0 – 16 |   Step 1: Specify the learning goal related to the gap in skills and knowledge  In the context of performance improvement, the result of a performance needs assessment1 that has identified a performance problem is a key starting point.  Examining existing information about human resources or performance gaps will help insure that:  A learning intervention (education/training, etc.) is the right solution.  The learning intervention is tailored to the right, in the right place and for the essential skills or competencies.  Other interventions are also identified that are needed to make sure the learning intervention is successful.  The learning intervention is designed to help learners transfer skills and knowledge to the job, resulting in improved job performance.  Step 2: Write a goal or overall objective for the learning intervention. The goal of a learning intervention is a statement that clarifies, in broad terms, what you will be able to do after the learning intervention.   |  | | --- | |  | |

**Exercise 1- Learning from the ANT**

Video link - http://www.ted.com/talks/deborah\_gordon\_digs\_ants?language=en

Watch the video and answer the following questions.

1. There is no Central Control. Nobody tells anybody what to do ? What does this tell us about how work gets done?

Answer: Work gets done because there is a process set and the ants follow the process.

2. With nobody telling anybody what to do, how is it that the colony manages to adjust the numbers of workers performing each task?

According to the speaker what is this called and what can we learn from it?

Answer: The process according to the speaker is called Task allocation. There are four categories of ants each doing the task allocated to it

3. Name the four categories of ants and the tasks allocated to it?

Answer:

The Foragers - search for food or bring food back.

The patrollers - they tell the foragers that it's safe to go out.

The nest maintenance workers work inside the nest and maintain the nest

The midden workers put some kind of territorial chemical in the garbage.

4."So that's one way that we know the queen isn't directing the behavior of the colony". So if the Queen is not directing the behavior of the ants what is?

Answer: anything along the lines of self-Discipline and accountability is a good answer

5. How do you know that the ants are capable of switching tasks? What is the learning that we can get from this?

Answer: Anything along the lines of acquiring new skills and stretching beyond one's comfort zone is a good answer

**Exercise 2**

The Starfish Story--Link: https://www.youtube.com/watch?v=0SlH0cg2xy0

Watch the video and answer the following questions.

1. What do you think is the lesson in this story?

2. In your own life, what are some little things you could do that might make a difference to your company and your team?