



**CHANGE**  
THE culture

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**CHANGE**  
THE game

## Activity vs. Results

**Activity:**                      **Actions people take that lead to results.**

**Results:**                      **The desired and undesired *outcomes* of taking actions.**



## The Results Pyramid<sup>®</sup>



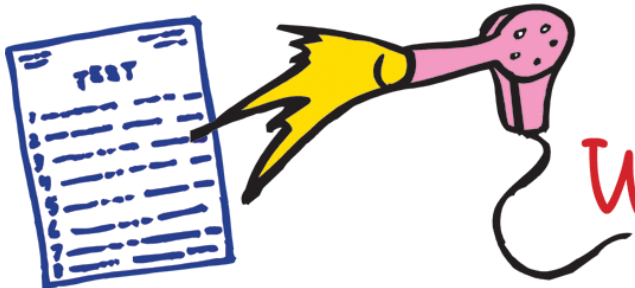
## Cultural Transition

**Changing the way people think and act within the organization in order to achieve the desired results.**



## Manage Your Culture

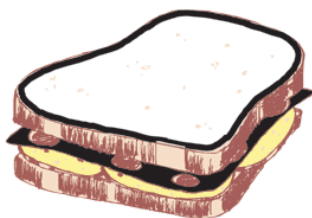
**Either you will manage your culture,  
or it will manage you!**



## World's Best Excuse



When I woke up in the morning I remembered I did not do my homework, so while I took a shower I did my home work. It got a little wet but it was still readable. When I got out of the shower I needed to blow dry my hair and thought I could blow dry my paper. After a while little chunks of the paper went everywhere. I taped it back together. I was making my lunch and by accident my paper made it into my lunch, it



looked so good I ate it.

Martina

## Rules Of “The Blame Game”

**No. 1:      Never blame someone that has a better excuse than you.**

## Rules Of “The Blame Game”

**No. 2: Always be prepared to pass the buck, pin the blame or point the finger; particularly when its really your fault.**



# The BUILDING an Accountable Culture Track®

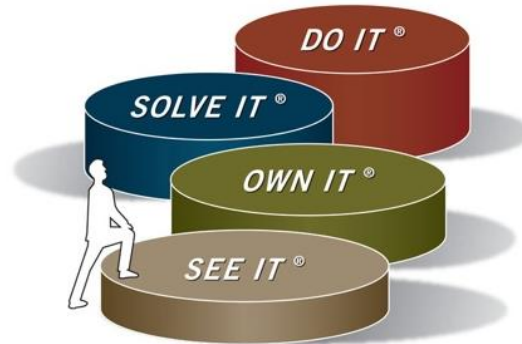


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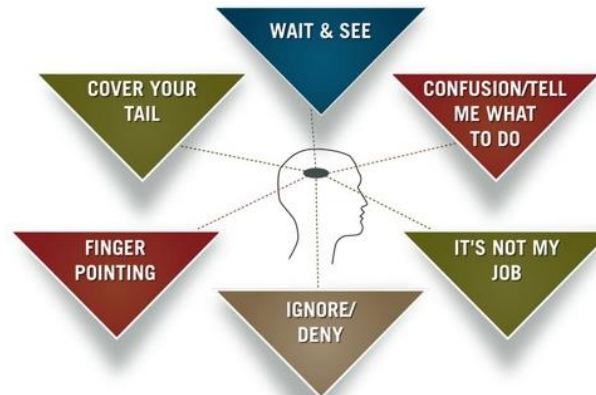
## The STEPS TO ACCOUNTABILITY®

**P** Partners In Leadership®  
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### ABOVE THE LINE®



### THE LINE



### BELOW THE LINE®

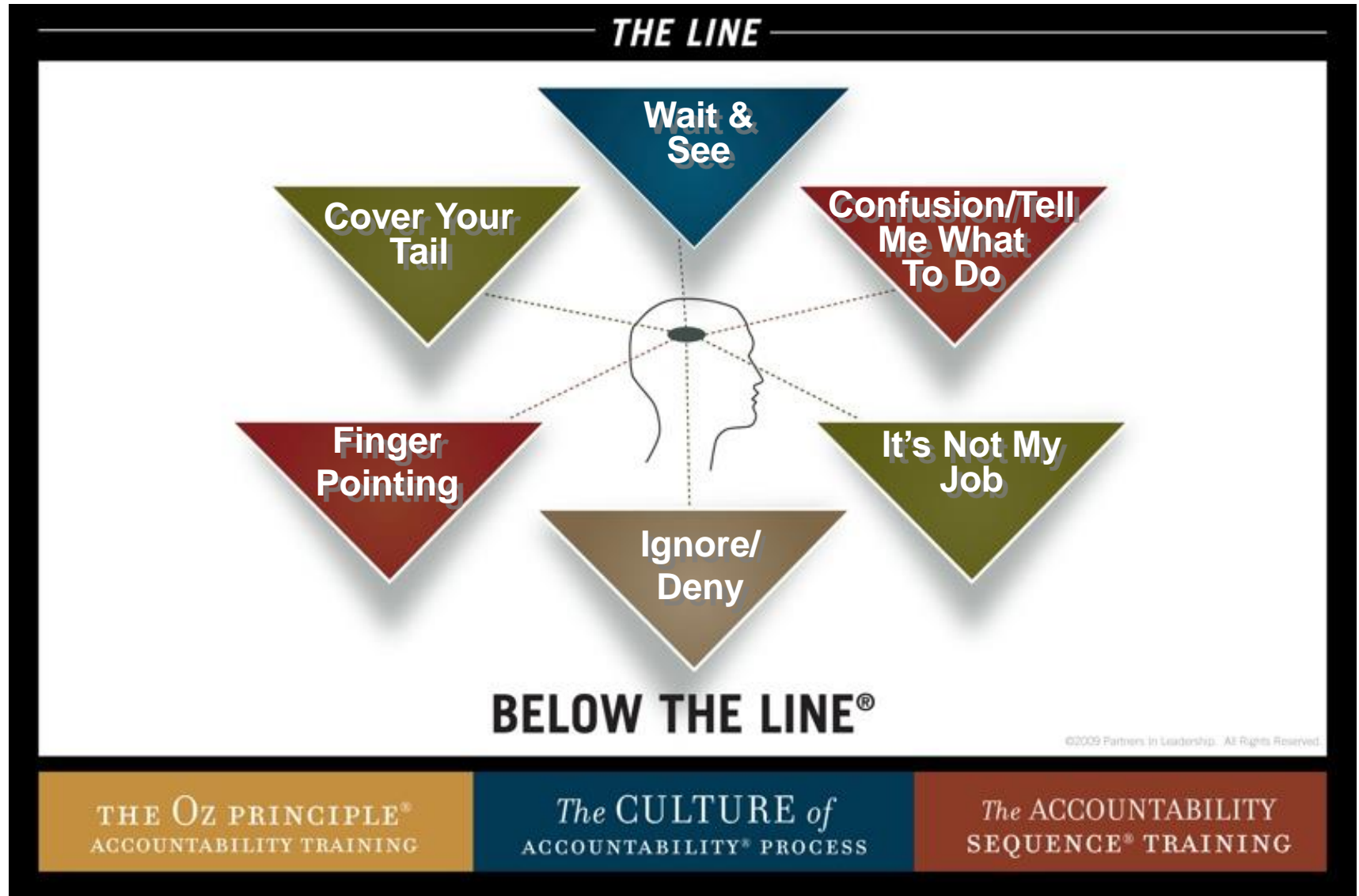
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THE OZ PRINCIPLE®  
ACCOUNTABILITY TRAINING

The CULTURE of  
ACCOUNTABILITY® PROCESS

The ACCOUNTABILITY  
SEQUENCE® TRAINING

# The BUILDING an Accountable Culture Track®



# The BUILDING an Accountable Culture Track<sup>®</sup>



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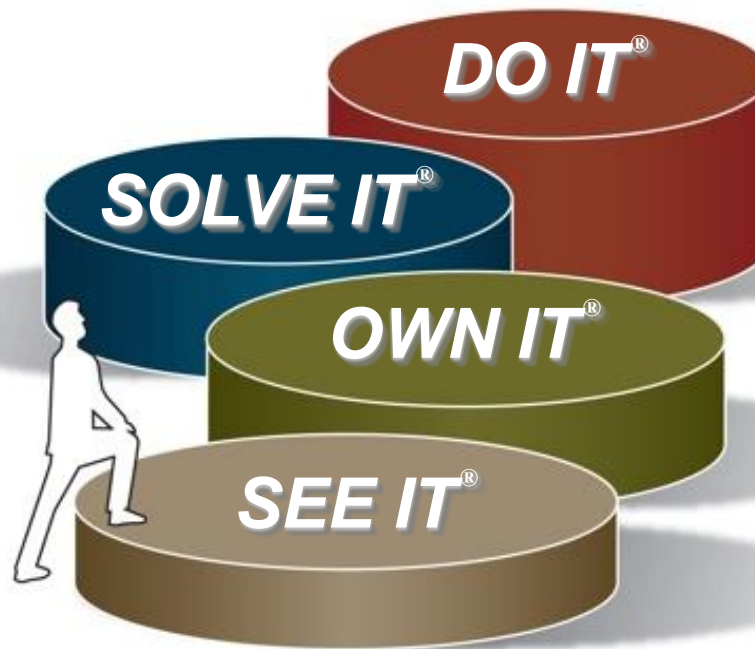
## *The* STEPS TO ACCOUNTABILITY<sup>®</sup>



Partners In  
Leadership<sup>®</sup>

The Accountability Training<sup>®</sup> Company

**ABOVE THE LINE<sup>®</sup>**



**THE LINE**

## 16 Best Practices

### ***See It<sup>®</sup>***

**Obtaining the perspectives of others**

**Communicating openly and candidly**

**Asking for and offering feedback**

**Hearing the hard things to see reality**

### ***Own It<sup>®</sup>***

**Being personally invested**

**Learning from both successes and failures**

**Aligning my work with desired company results**

**Acting on the feedback that I receive**

### ***Solve It<sup>®</sup>***

**Constantly asking, “What else can I do?”**

**Overcoming cross-functional boundaries**

**Creatively dealing with obstacles**

**Taking the necessary risks**

### ***Do It<sup>®</sup>***

**Doing the things I say I’ll do**

**Focusing on the top priorities**

**Staying Above The Line<sup>®</sup> by not blaming others**

**Sustaining an environment of trust**

## A Change the Culture Definition of Taking Accountability

**A personal choice to rise above one's circumstances and demonstrate the ownership necessary for achieving desired results; to *See It*,<sup>®</sup> *Own It*,<sup>®</sup> *Solve It*,<sup>®</sup> and *Do It*.<sup>®</sup>**

## Reasons And Excuses

**Reasons become excuses whenever you stop working on finding solutions.**

# The BUILDING an Accountable Culture Track<sup>®</sup>



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## Four Kinds Of People

People who make it happen!

People who watch it happen.

People who wonder what happened.

People who never knew anything happened.



## Roger Connors and Tom Smith on Accountability

**“Only when you assume full accountability for your thoughts, feelings, actions, and results can you direct your own destiny; otherwise, someone or something else will.”**