

# Leading with Accountability: How to be the best version of you!



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## Accountability: What does it really mean?

The obligation of an individual or organization to account for its activities, accept responsibility for them, and to disclose the results in a transparent manner.

## Why do we fear accountability?



- FEAR of what COULD happen
- Vulnerability and you may be wrong
- Lack of trust in others or in ones abilities
- Forces you to accept RESPONSIBILITY



## Why hold others accountable?

- Improved job satisfaction
- Improved staff participation and involvement
- Improved performance
- Increased feelings of competency
- Team cohesion
- Improved team morale
- Improved patient outcomes
- Improved patient satisfaction
- More creativity and innovation
- ITS YOUR JOB!!!

## Consider this:

- The Accountability Assumption – Always begin with the idea that people are doing their best and come to work to do a good job.
- They want to meet your expectations and be part of a successful team.







## Knowing Yourself

### Self Reflection

- Know how you lead/communicate
- Be accountable for your own actions
- Establish where you are going and how you will get there
- Identify personal strengths and weaknesses
- Be cognizant of your Emotional Intelligence

- Emotional Intelligence
  - Self-awareness
  - Empathy
  - Self-control
  - Listening for understanding
  - Assertive self-expression

## Establishing Relationships

### Communication

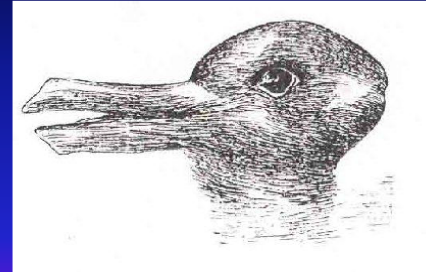
- Contribute to a positive work environment
- Encourage teamwork
- Collaboration
- Accountability
- Modeling Expected Behavior



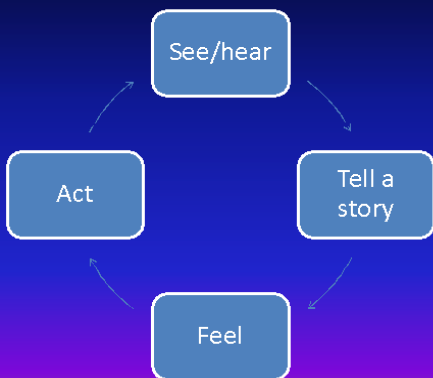


WHAT WE'VE  
GOT HERE IS  
A FAILURE TO  
COMMUNICATE

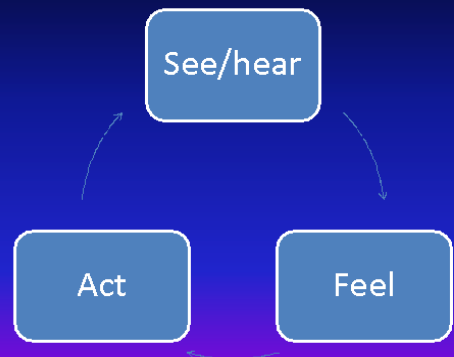
What do you see?



Communication  
What we commonly do...



Communication  
What we should do...



## Effective Communication Strategies

### 1. Start with focusing on what you really want.

- What do I want?
- What do I *not* want?
- What should my approach be?

### 2. Make it safe.

- Ensure all parties are secure and feel protected
- Apologize when appropriate
- Have you established mutual respect and purpose?

### 3. Master your stories & state your path.

- Separate fact from story
- What is your own story?
- Ask yourself if a reasonable, rational, and decent person would do this
- Ensure you are stating the real issues and expressing your own views with confidence

### 4. Explore Others Views

- Ask, mirror, paraphrase, price
- Are you actively exploring others views?
- Are you avoiding unnecessary disagreement?

### 5. Take Action

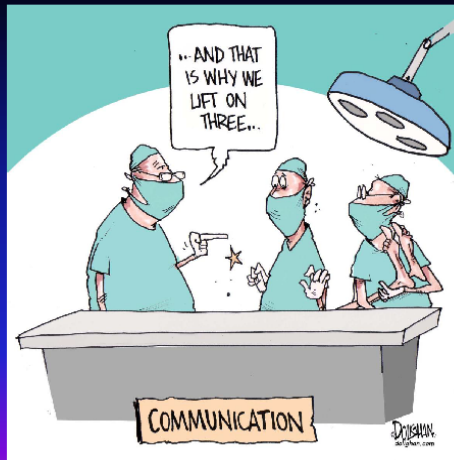
- Decide how you will make the decision
- Document decisions
- Follow-up
- Be confident



Nurses must be as proficient in communication skills as they are in clinical skills.

AACN Standards for Establishing and Sustaining Healthy Work Environments





## Sharing the Vision

- Support an environment of innovation
- Envision numerous possibilities/solutions
- Set specific measurable goals
- Participate in global thinking
- Anticipate barriers and/or changes

## What does it mean to be a Forward-Thinker?

Envisioning exciting possibilities and enlisting others in a shared-view of the future



## Forward-Thinking

Why is it important?

- Change is inevitable.
- Many variables affect planned & unplanned change
- The leader's response to change determines the outcome

**PLAN TO BE SUPRISED.**



**Good leaders plan for the unknown.**

**Vision** without Action is a *Daydream*;

**Action** without Vision is a *Nightmare*

Japanese Proverb



<http://youtu.be/l-gQLqv9f4o>



CHOOSE TO BE  
AWESOME.



## Questions?



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## References

- Accountability can have positive results. (n.d.). In Performance Management Reference Materials. Retrieved from: <http://www.opm.gov/policy-data-oversight/performance-management/reference-materials/more-topics/accountability-can-have-positive-results/>
- Crucial Accountability Tool-Kit. (2012). New York, NY: Vital Smarts
- Patterson, K., Grenny, J., McMillan, R., & Switzler, A. (2002). *Crucial Conversations: Tools for Talking When Stakes Are High*. New York, NY: McGraw-Hill.

## Good Reads

- Crucial Conversations – Kerry Patterson, Joseph Grenny, Ron McMillan, Al Switzler
- The Servant – James C. Hunter
- Lunchmeat & Life Lessons – Mary B. Lucas, B.D.
- The Reality Based Rules of the Workplace – Cy Wakeman
- Patients Come Second – Paul Spiegelman, Britt Berrett