

WHO ME?

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OBJECTIVES:

Participants will be able to describe 9 action staff members want to observe in their leader before they will become accountable and engaged.

Participants will be able to define the number '1' action taken by an inexperienced leader related to accountability that deters and interrupts progress.

Participants will be able to explain the 5 steps necessary for the leader to take in order to obtain staff accountability and engagement.

Participants will be able to identify 8 points to include in a meeting to accomplish a positive outcome of "salvaging the associate and resolving the issue."

Your dog sits next to his poop on the carpet and looks at you as you enter the room, you scoff, "where did that come from?"

Your dog looks around the room to help you find the guilty party.



ACCOUNTABILITY

Accountability is a _____
 by-product of the _____
 quality of _____
 leadership and _____
 culture of the _____
 environment a _____
 person works in...! _____

ACCOUNTABILITY CANNOT BE MANDATED

- You can try to beg them _____
- You can try to humiliate them _____
- You can try to win them through rewards _____
- You can threaten them (intimidate) _____
- You can micromanage them _____

ACCOUNTABILITY IS EARNED

Associates have to like what they do and feel they are part of something that is valued to become accountable.

9 ACTIONS TO OBSERVE

- Demonstrate they care (staff will not care until they see their leader cares about them) _____
- Clear and frequent Communications... Speak in a language they understand _____
- Are they listening to what the associates are saying and then acting on what is said _____
- Honesty ... deliver what they say...! Genuine! _____

CONTINUED ACTIONS

- **Function in an organized manner** _____
- **Is the leader going to give as much as they expect from others** _____
- **Are they going to give the associates credit** _____
- **Ensure rewards are consistent and fair** _____

MORE....

- **Do they approach associates that are not participating or productive?** _____
- **Do they take in extenuating circumstances.** _____
- **Do they coach, mentor, let go and develop more leaders.** _____

INEXPERIENCE

1. **Lie - manipulate** _____
2. **Give out orders and play** _____
3. **Take all the credit** _____
4. **Do not follow through** _____

5 STEPS TO OBTAIN ACCOUNTABILITY

1. **Communicate what is expected** _____
2. **Set Expectations** _____
3. **Measure success** _____
4. **Create an environment that encourages expression and involvement** _____
5. **Adopt behavior of empowerment** _____

EMPLOYEES DEFINE INVOLVEMENT

- **Opportunity to give input on the goals that are to be pursued** _____

- **Participate in the means in which to achieve the goals** _____

DEFINITION CONTINUED

- **Able to give input to the measurement tools used** _____

- **Able to observe how their input is being used** _____

- **Opportunity to contribute and work with others in other departments as a team** _____

'DRIVE BY' DELEGATION

- **Say it... in passing... like on the fly** _____

- **Use one-way communication** _____

- **Provide little detail on desired outcomes or standards of implementation** _____

'CRUISING ON BY'

- **Vague directions** _____

- **Micromanage but add no support for associate to succeed** _____

- **Provide little or no tools for success** _____

TRUE DELEGATION

- Two-way communication _____
- Clear understanding of desired outcomes _____
- Agree on standards of measurements _____
- Leader steps into the background _____

KEEP IT 'A COMING'

- Provides knowledge, resource, 'authority' problem solving, etc. _____
- Coach and keeps the focus on the stars (the associates) _____
- Observe before judging _____
- Meet regularly to celebrate the successes. _____

MICROMANAGE

- Associates feel distrusted _____
- Devalued _____
- Un-motivate _____
- Disengaged _____

COACHING GONE WRONG

- Provides on only corrective feedback _____
- Telling mode rather than an exchange mode _____
- Take the responsibility to solve _____
- Prejudge associates- pigeon hole _____

SALVAGING THE ASSOCIATE

ENTER THE MEETING:

- Enter the meeting with an open mind _____
- Make sure your mind is set on helping the associate develop and become very successful at what they have chosen to do. _____

ENTER TO UNDERSTAND, RATHER THAN TO BE UNDERSTOOD

- Keep the focus on the issue at hand _____
- Leave your temper in your hip pocket _____
- **DO NOT MAKE THINGS PERSONAL** _____

ACTION PLAN

- **Measurable Goals** _____
- **Achievable Expectations** _____
- **Action tied to job description** _____
- **Understandable and mutually agreed consequences** _____
- **Scheduled follow up meetings** _____

UNDERSTAND NO ONE IS PERFECT

- Listen to what they are saying _____
- Get to the point _____
- Discuss ownership of the actions taken _____
- Develop an achievable action plan _____
- **END THE MEETING** _____

