WHO ME?

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OBJECTIVES:

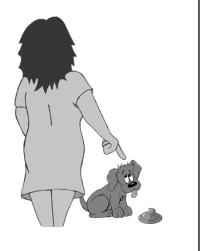
Participants will be able to describe 9 action staff members want to observe in their leader before they will become accountable and engaged.

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 s steps necessary for the leader to take in order to obtain staff accountability and engagement.

Participants will be able to identify a 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
- You can try to win them
 through rewards
- You can threatened 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.

5	STEPS	TO	OBTAIN	ACCOL	JNTA	BILITY

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

INEXPERIENCE

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

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 successs

TRUE DELEGATION

- Two-waycommunication
- 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 associatespigeon 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

- Measureable 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

