Creating a Culture of Accountability!

What is Accountability?

“What is Accountability?
“the quality or state of being accountable; especially: an obligation or willingness to accept responsibility or to account for one's actions.” Merriam-Webster Definition

Think about Accountability in terms of:

- the whole team, not just one individual
- Not in terms of punishment, but on ensuring the organization's goals are achieved
- A culture, not one instance of confronting someone

Steps to take to create a culture of accountability

1. **Focus on organization’s expectations and goals**—make sure to communicate expectations clearly to all members & make sure they are understood
2. **Create trust and respect between members**—try using team-builders and having socials with members of the organization so they can informally learn about one another and get to know each other.
3. **Provide avenues for feedback**— allow members time during a meeting to express concerns, or provide an avenue for anonymous feedback that can be discussed by all the members
4. **It’s ok to disagree!** - ensure that everyone values and respects others when they speak their opinion. Part of this is done when members respect one another, but also remind members that it’s okay to disagree and to ask questions against the group majority.
5. **Be comfortable admitting mistakes & asking for help**—honesty is important and breeds respect. Also a culture where others ask for help and support one another ensures that people get help when they are falling behind.
6. **Reward team successes, not individual successes**—this sends the messages that what the team accomplishes is most important and that helping the organization succeed is highly valued.
7. **Create & follow through with consequences**—members will not take you seriously if consequences that are set in place are not followed through on. Consequences show that the organization expects results and are not personal. They are constructive, essential to a smooth functioning organization. Kindly confront the person and ask questions such as “How are you doing,” “I am concerned about you.”

Idealistically you want to create a...

A Culture of Ownership WITH A Sense of Empowerment which CREATES a Smooth Functioning and Achieving Organization

CWRU Greek Life Office: Creating a Culture of Accountability
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