



Coaching and Discussion Guide - *Accountability*

Accountability is the extent to which an employee is dependable and reliable in completing assigned tasks and responsibilities on time.

This coaching and discussion guide can help you conduct effective employee coaching sessions to document and keep track of the commitments made together and to make sure follow through happens and action plans are aligned with job/role priorities.

Recommendations for Employee: This section provides suggestions for development activities to help make the employee more successful with this RemotePro dimension.	Action Plan: Clearly define job responsibilities, tasks to be completed, and deadlines.
<i>Accountability</i>	
Maintain long term commitments over short term gains.	<i>Ask:</i> <ul style="list-style-type: none"> • <i>What do you think of these recommendations?</i> • <i>How do you recommend we deal with unrealistic timelines?</i> • <i>What do you need from me to help you meet anticipated timelines?</i> • <i>What can I do to support you?</i>
Keep commitments. If barriers arise, communicate these barriers to any parties involved. Honest communication about barriers is always preferable to missed commitments. Always be forthright with peers and managers. Do not hide barriers or difficulties.	
Do not overpromise if you know you cannot commit to follow through. Follow the practice of “under-promise and over-deliver.”	
Trust your supervisor and your team to follow through on commitments.	
<i>Tasks</i>	
Make sure that you understand task responsibilities, including quality of work and timeline expectations. Be sure to get timelines in writing and agree to the work that needs to be completed, by when, and with whom.	<i>Ask:</i> <ul style="list-style-type: none"> • <i>Do you do this now? If so, how? Can you share some examples?</i> • <i>How do you think you can be more successful in this particular area?</i> • <i>What can I do to support you?</i>
Follow up with progress on tasks with all involved. Even if a process has stalled, communicating this through an email, phone call or conference call will help foster trust and keep everyone apprised of the situation.	
<i>Your Role</i>	
Be honest about your goals and motivations with your coworkers, clients, and supervisors.	<i>Ask:</i> <ul style="list-style-type: none"> • <i>When thinking about your work goals, what motivates you?</i> • <i>Do your coworkers know this?</i> • <i>What can I do to support you?</i>