

NO EXCUSES!

Building a High-Performance Culture

Want employees who really care—and work hard to achieve goals? Threats and constant monitoring don't work. Whether your team works remotely or onsite, here's how to build a "no excuses" culture and get people to live up to their commitments.

IN THIS EBOOK, YOU WILL LEARN:

- What accountability means in the modern workplace
- Why accountability is essential
- How to inspire accountability and high-performance in your employees
- Tips for building a high-performing culture

WHAT IS ACCOUNTABILITY?

In a high-performing culture, managers do not HOLD employees accountable for their work. They encourage them to BE accountable. When accountability is an inside job, employees:

- Feel pride and confidence in their work.
- Take ownership of actions, results, and consequences.
- Believe their work is contributing to the organization's success.
- Exceed standards.
- Need less oversight.
- Are engaged problem-solvers.

“Accountability is about delivering on a commitment. It’s responsibility to an outcome, not just a set of tasks. It’s taking initiative with thoughtful, strategic follow-through.”

-Peter Bregman



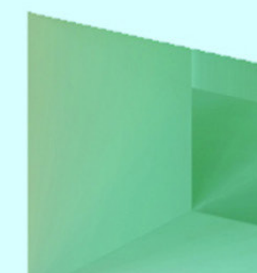
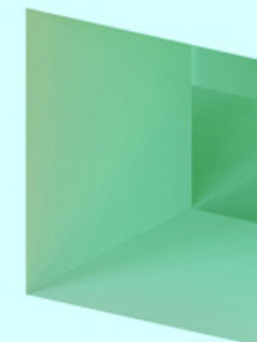
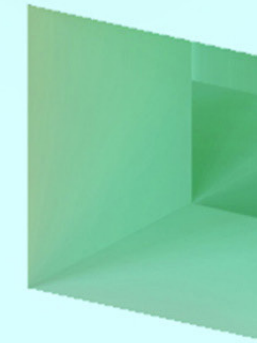
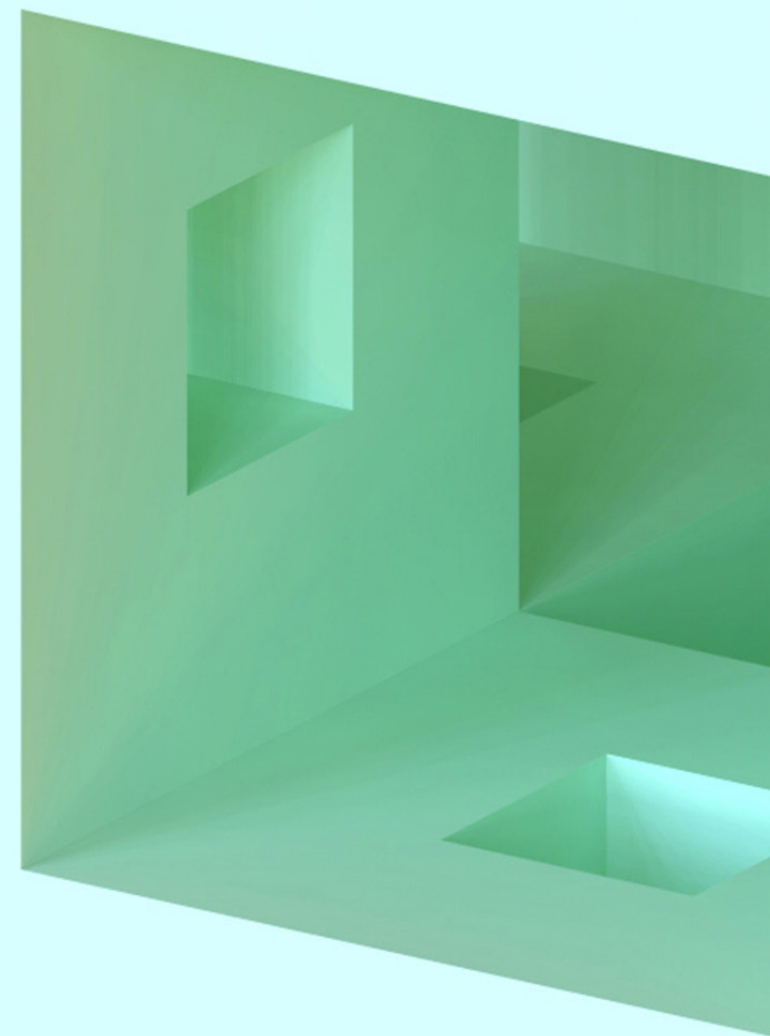
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WHAT IS A CULTURE OF ACCOUNTABILITY?

In a culture of accountability, employees are engaged and empowered. They take ownership of—and responsibility for—completing tasks because they care about the company's goals.

High-performing employees understand:

- What tasks need to be accomplished.
- How those tasks relate to the goals of the business.
- Their KPIs, deadlines, and expected results.
- How to communicate and collaborate with others on the team.
- How to learn from mistakes without blaming themselves or others.
- When to seek help with projects.



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WHY IS BUILDING A WORKPLACE CULTURE OF ACCOUNTABILITY ESSENTIAL?

Times are changing. Organizations that embrace and adapt to these changes will not only survive but thrive. It's doubtful that the workplace will ever return to its previous shape. Here are reasons why a culture of accountability will help your organization move forward:

- **HYBRID/REMOTE WORK.** When employees are working in a hybrid or remote environment, you don't have eyes on them all the time. Fostering accountability means you can trust that the goals of the business are the priority of every employee.
- **ACCELERATING RATES OF CHANGE.** Instead of only doing the minimum required to complete work, high-performing employees take the initiative, rise to challenges, and solve problems for the betterment of the team. When more change comes down the pipeline, these employees see it as an opportunity, not a setback.
- **SHIFT IN EMPLOYEE PRIORITIES.** A high-performing team maintains channels of trust, communication, and feedback. The needs of workers are different now. In a culture of accountability, employees communicate their needs, allowing employers to find ways to meet them. Satisfied employees are more productive, creating a win-win scenario.

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HOW CAN YOU CREATE A CULTURE OF ACCOUNTABILITY?

Be the change you want to see.

True accountability cannot be demanded or commanded, but it can be taught by example. Supervisors, managers, HR, and leaders can build a culture of accountability, motivate employees, and minimize turnover (while driving productivity and satisfaction) by modeling accountable behavior for their teams.

Ask leaders to take a good look in the mirror and make sure they are:

- Applying the same standards and expectations to all levels.
- Owning up to mistakes.
- Taking responsibility for actions.
- Engaging in continuing education in their field.

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"WHY? BECAUSE I SAID SO." HOW NEGATIVITY CRUSHES ACCOUNTABILITY

A top-down approach makes employees feel like children instead of trusted team members. Constant monitoring and threats aren't the best ways to manage, lead or inspire great performance. If you want to get the best out of your employees, avoid:

- Threats
- Criticism
- Blame
- Shame
- Finger-pointing
- Punishment
- Micromanaging
- Stepping in with a premature "rescue" before an employee mistake occurs

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BE POSITIVE: TIPS FOR BUILDING A HIGH-PERFORMANCE CULTURE (1 OF 3)

Nurture employees and leaders to perform at a high level by supporting, encouraging, and rewarding effort and achievement.

- **REWARD EMPLOYEE PERFORMANCE AND INITIATIVE.** Praise is an incredibly motivating form of feedback, and celebrating initiative encourages other employees to create stretch goals.
- **PROVIDE TIMELY AND POSITIVE FEEDBACK ON PROGRESS.** Performance updates motivate employees to stay on track and course-correct if necessary. Prioritizing these discussions shows employees their work is valuable to the organization.
- **PROVIDE GROWTH OPPORTUNITIES.** According to Gallup, the opportunity to learn and grow in a role is the number one job consideration for millennials and ranks highly for other generations, too.
- **SHOW YOU CARE.** For leaders, this might mean getting out from behind the desk to connect with employees. Employees who feel cared for by their manager are more likely to want to do a job well.
- **TREAT MISTAKES AS PART OF THE LEARNING PROCESS.** Everyone makes mistakes. Treating mistakes as an opportunity for growth will allow employees to take responsibility for their actions, figure out a solution, and share their new knowledge with their team.
- **ENCOURAGE COLLABORATION.** High-performing teams collaborate on goals and provide a system of checks and balances for each other. If one employee drops the ball, another picks it up and carries the project forward.

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SHARE COMPANY GOALS: TIPS FOR BUILDING A HIGH-PERFORMANCE CULTURE (2 OF 3)

In a high-performing culture, employees work hard to support the company's goals. Use these tips to help them understand what's at stake and how their work fits into the big picture:

- Explain company goals, mission, and values.
- Describe how their work contributes to the overall success of the company.
- Share ways they can help the organization grow and thrive.

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SET CLEAR INDIVIDUAL GOALS AND EXPECTATIONS: TIPS FOR BUILDING A HIGH-PERFORMANCE CULTURE (3 OF 3)

Once employees understand company goals, translate those goals into department goals, and then individual goals for each employee. Here are some goal setting tips:

- **SET CLEAR GOALS.** Employees need clearly defined goals to achieve them. When employees fully understand their role and responsibilities, they feel empowered to brainstorm and problem-solve their way to success. Making goals SMART (specific, measurable, achievable, relevant, time-bound) creates an easier way to track progress.
- **MAKE PERFORMANCE EXPECTATIONS CLEAR.** Steady improvement is the main goal in a culture of responsibility. Establish benchmarks for SMART goals to track performance and measure progress.
- **PROVIDE REGULAR PROGRESS REVIEWS.** Check-ins with managers are essential for new and veteran employees alike. Providing feedback and support for improvement galvanizes employees to go the extra mile, particularly if they can see their progress toward a goal.

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DESIRE A CULTURE OF ACCOUNTABILITY FOR YOUR COMPANY?

The right staffing partner can help:

- Recruit responsible high performers who will do what they say they will.
- Provide temp staff to give core employees more freedom and time to fulfill their commitments.
- Provide additional resources to tackle projects that otherwise wouldn't get done.

<https://www.talentmgt.com/articles/2021/10/28/building-a-culture-of-accountability-2/>

<https://www.gallup.com/workplace/257945/ways-create-company-culture-accountability.aspx>