

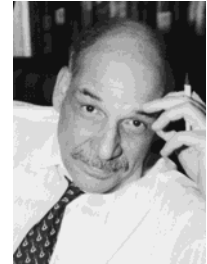
Members Quarterly

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President's Message

Accountability: It Starts With You

Lead by example



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President

As a manager or supervisor, accountability starts and ends with you. The buck stops right here on the corner of your desk. Some people think that accountability belongs to everyone else someone further up the food chain. They are wrong. It starts with you and if you can show individual and personal accountability, then your employees will follow. So how do we do this?

Firstly, action really does speak much louder than words. It starts with motivating yourself. Don't wait for some external factor or event to propel you into action. You should have an internal drive that has a vision and goals, and most importantly a plan to get there. When you achieve success, share it and celebrate it with others. And when things go wrong, you step up and accept responsibility. You don't blame others or bad luck. You pick yourself up and try again.

There are other things that you can do to accept accountability and that you can share with others. Accept that you always have a choice and that only you are responsible for the choices you have made. People try to put the blame on circumstances they claim are out of their control for the consequences they don't like. That's like blaming the weather because you got wet in the rain. You chose to ignore the weather forecast and you are responsible for not bringing your umbrella. It's not the rain's fault you got wet, it's yours!

You can also help yourself and others by admitting that you are human and by accepting that failure is just another stop on the road to success. There are many quotes about failure but I love this one from Henry Ford: "Failure is only the opportunity to begin again more intelligently." When you as a manager make and admit a mistake, this gives everyone else the opportunity to not just make mistakes but to move closer to success.

Surrounding yourself with peers who are accountable and want to learn and grow is another great way to maintain your accountability. Continuous learning will help you stay young. Having people around you who accept individual responsibility for their own lives can be a great model and example for your own life. Ultimately the best way to both practice and show evidence of your individual accountability is by being honest.

Telling the truth, all of it, even when it is difficult, is the perfect antidote to many problems in the modern workplace. It is also the cure for many evils, especially when that honesty not only applies to the nickels and dimes, but being honest and true to our own values and beliefs. It really is what makes us accountable, first to ourselves and then to others around us.