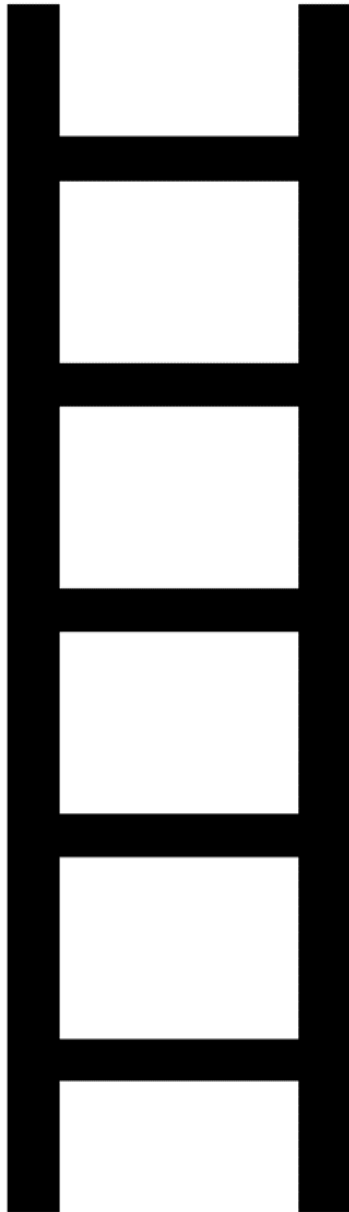


# Presentation Skills

## Quick Reference Sheet



### The Accountability Ladder



### Implement Solutions

The top rung of the ladder is to “make it happen.” Total accountability for an employee is defined as the employee that cares like the owner about the company and its success. This type of employee goes above and beyond in their work and they do not expect praise. A responsible employee feels satisfied by a task completed. An accountable employee finds a solution to a common issue and implements the solution.



### Take Ownership

The bottom half of the accountability ladders represents those who are in “victim” mode. Everything is someone or something else’s fault. The top half of the ladder is where accountability begins and grows. Taking ownership of one’s decisions and actions is one of the first steps to becoming more accountable, both in day-to-day life and in the workplace. Taking ownership in the workplace means:

- making excuses
- Not complaining about the circumstances.
- Not blaming other employees.

Taking ownership means taking responsibility for:

- One’s own **actions**.
- One’s own **decisions**.

## What is the Reality?

**Not every employee has the same definition of “accountability.”** Not every employee has the same standards of accountability for him/herself in the workplace. The reality is that **most people have not achieved the highest rung of the accountability ladder**, and probably could improve in an area in the workplace. Everyone **should honestly rate themselves** on the following scale of accountability, like in the ladder example:

When an issue arises in the workplace, the person responds:

- Unaware of the issue
- Blame others
- Personal excuses
- Saying “I can’t.”
- Wait and hope
- Acknowledge reality
- Embrace it
- Find solutions
- Makes it happen