



Welcome to the May II issue of [Think.Act.Talk.](#)

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Congratulations on your new position!
Lisa Goldsmith
Director, Enterprise Collaboration Applications at Providence health and Services



Hot News!

Our new Website is live.

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Welcome to the onset of our traditional vacation season, which kicked-off, for most, over the past weekend. A weekend where folks were taking extended time away from the office to celebrate Memorial Day. As part of my own celebration I would like to honor the brave men and women who have given their lives for our country and thank those who currently serve. You make what I do possible!

In line with today's learning lesson I think we can easily look to the men and women that serve in our armed forces as an example on exactly how to take action and drive accountability.

So although the official start of summer is still a month away, you can surely plan that you'll continue to be faced with doing more with even less, as people are out of the office for holidays and vacations.

My wish for you is that you will keep practicing the lessons you've already been given and continue to add to your arsenal of tools. Following your last lesson of 'Taking Accountability', today we turn to, 'Driving Accountability'. So, be safe in your travels...both on vacation and in 'driving' accountability!

Helanie Scott

Doing more with Less Part 2

In our last newsletter we shared some tools on how to '[Take accountability](#)'. We gave you a self-test and a [Think.Act.Talk.](#)™ tool on how to take ownership and accept feedback in an emotionally mature fashion, that would lead to a positive outcome.

Today we will give you tools to 'drive' accountability and guide others to ownership. Being a fair leader means requiring all team members be accountable, not just a select few.

Driving accountability is a challenging skill, and not one to be taken lightly. It is not easy to provide productive feedback to others, especially when the feedback is not praise for a job well done. In most cases, it is instinctive to have discomfort when it comes to sharing less than positive feedback with another person. Primarily, because we realize that it can be easily misinterpreted and result in unintended hurt feelings or even false accusations.

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Helanie's Blog

So, for many of us, we weigh the alternatives and opt to leave the issue unaddressed for far too long. Abandoning that which needs to be addressed leaves us feeling angry and even more intolerant, because the issue continues to rear its ugly head, which results in reactive feedback, instead of productive feedback. We reach the point where we've had all we can stand and explode, creating the very impact we set out to avoid.

Driving accountability means setting the expectation. When people know what to expect, they are not surprised when the feedback arrives for something they were accountable for and missed.

Failing to hold others accountable is a common leadership gap. I coach on this subject on a regular basis. You may be asking, if I hold others accountable what benefit can I derive from having an accountability conversation? Well, below are the answers...

An accountability conversation will lend itself to:

- A mutual understanding of the relationship between the Mission, Vision, Values and Leadership Competencies – knowing where we are going and how we plan to get there
- A thorough understanding, agreement and accountability for the behavioral and communicative expectations - how they support growth and how they will be measured
- Relational strength, whereby Manager and team member are aligned on priorities and goals; personally, inter-personally, strategically and functionally
- Easy dialogue, knowing that it is only in the interest of each other's improvement that conversation is being held

A true accountability conversation is about a dual understanding. What you want from your employee and what they want from you. If the players know what is expected of each other, they are more likely to perform, making uncomfortable conversations a thing of the past.

Fill your Tool Box with COURAGE...

Did you know...

84% of CEO's consider the 'Courage to Challenge' a critical leadership skill. And most say it is a rare skill to find. Want career growth? Do whatever it takes to gain this skill.

What is Courage? It is the ability to act 'rightly' and face opposition, uncertainty, tradition and intimidation.

"It is not because things are difficult that we do not dare; it is because we do not dare that things are difficult." Seneca

Try it on for size. Have the courage to think, act and communicate differently and challenge outdated perceptions, fears and the status quo.

**If poor accountability is a costly liability for you,
WE can help!**

Enroll your leaders and help them impact culture and results through our [I Am Leader Program](#)[™] or request a demo of our online, subscription-based [Team Accountability tool](#).

If you do nothing else for your team this year, because of a limited budget or any other reason... we highly recommend you do ONE THING to bring about profitable performance. — Call us to see how we can help.

“Drive engaged accountability by creating understanding in their minds, meaning in their hearts and action in their hands”

~Helanie Scott

Align4Profit aligns teams, impacting lives to truly Profit.

Discover the power to transform yourself and your team through our ‘fit-for-purpose’ training, observation, coaching and exclusive measurement tools. We powerfully address the people-related issues that directly and indirectly influence Profitable Performance. We teach Leaders how to think, behave and communicate in radically different ways.