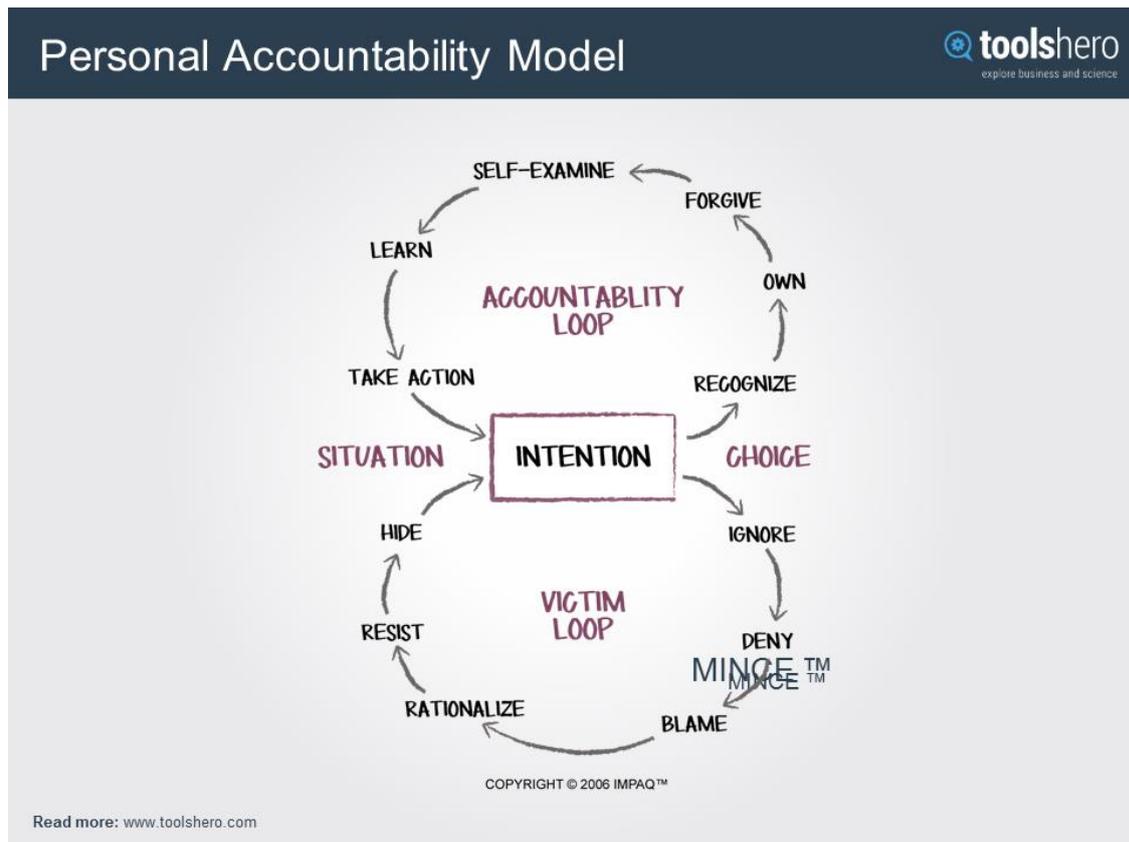


# Personal Accountability Model.

## What is the Personal Accountability Model?

The Personal Accountability Model provides insight into what it means to be accountable. How can you contribute to your own success and that of your team as an individual? It perfectly reflects what real change brings about. It provides an answer to the question: HOW do we accomplish this? How do you do what is needed to contribute to your own success or to the success of your team, especially in difficult or tense situations?

The Personal Accountability Model forms the basis of the accountability movement that was started by Mark Samuel (Impaq, USA, 1979). It has also become successful in Latin America and Europe.



## What do you do when things get tricky?

Any difficult or tricky situation, for example 'that talk in which you have to call your colleague to account for their behaviour', starts with a choice.

In this situation you can do two things:

1. Display victim mentality (the bottom circle)
2. Display accountable behaviour (the top circle)

Accountability is not about perfection, but about the power of recovery. In a team it is about an environment in which mistakes can be discussed, and in which you can learn to make accountable choices in the future.

### **What does this accountable choice look like?**

It starts with recognizing behaviour that does not contribute to the desired team result. This can be your own behaviour or someone else's. This will lay the ground-work for the talk and for ownership.

Our feeling of ownership is often limited to our own behaviour. In an accountable team we are responsible for our entire working environment, for the barriers we encounter as a group and for our joint results. Then, it is about forgiveness. This human element is crucial! Can you forgive yourself or your colleagues for your imperfections or theirs?

It is only then that you are capable of reflection and learning, so that in the future you or your team members do not make the same mistakes twice and respond differently when a situation presents itself again.

Finally, the last and most important step is always: to take action. By taking action you create process. Without action you can go through the top loop but will not change anything. You may have noticed that intention is the key element in this model. Without a clear intention, there is no accountability. If your team does not have any idea where it sees itself in the next year, what results must be obtained and how they should work together, then making an accountable choice is impossible!