

ACCOUNTABILITY

Leading Employees Toward
Exceptional Growth





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ACCOUNTABILITY RESULTS

Changes in participant confidence and knowledge following *Influence Redefined*.



"We all want an easy answer. Continued growth requires influence, which can only be achieved by eliminating excuses and committing to the hard work necessary to earn it."

- Stacey Hanke

INCREASING IMPACT AND INFLUENCE

ELIMINATE EXCUSES; COMMIT TO THE WORK

"I want to lose 20 pounds."

"I want a promotion at work."

"When I speak, I want others to listen and act."

Ever notice how often we desire to improve our lives and rarely follow through to make our dream a reality? Our lack of achievement is directly tied to our lack of accountability.

Accountability is where the rubber meets the road - and what pulls our momentary lack of willpower or consistency back on track.

Accountability is required to achieve the goals set for ourselves and our employees. It turns our promises into action.

My father used to say, "If you say you're going to do something, do it! Accountability will get you places before anyone else gets there." His comments ring even truer today because we fail to follow through on the persistence required to reach our goals.

Ultimately, we begin to doubt others at their word because people repeatedly fail to do what they say. Therefore, our trust erodes, and their influence is weakened.

Do others feel the same way about you?

What about your team?

Accountability is key if you want you, your employees, and your organization to experience exponential growth.

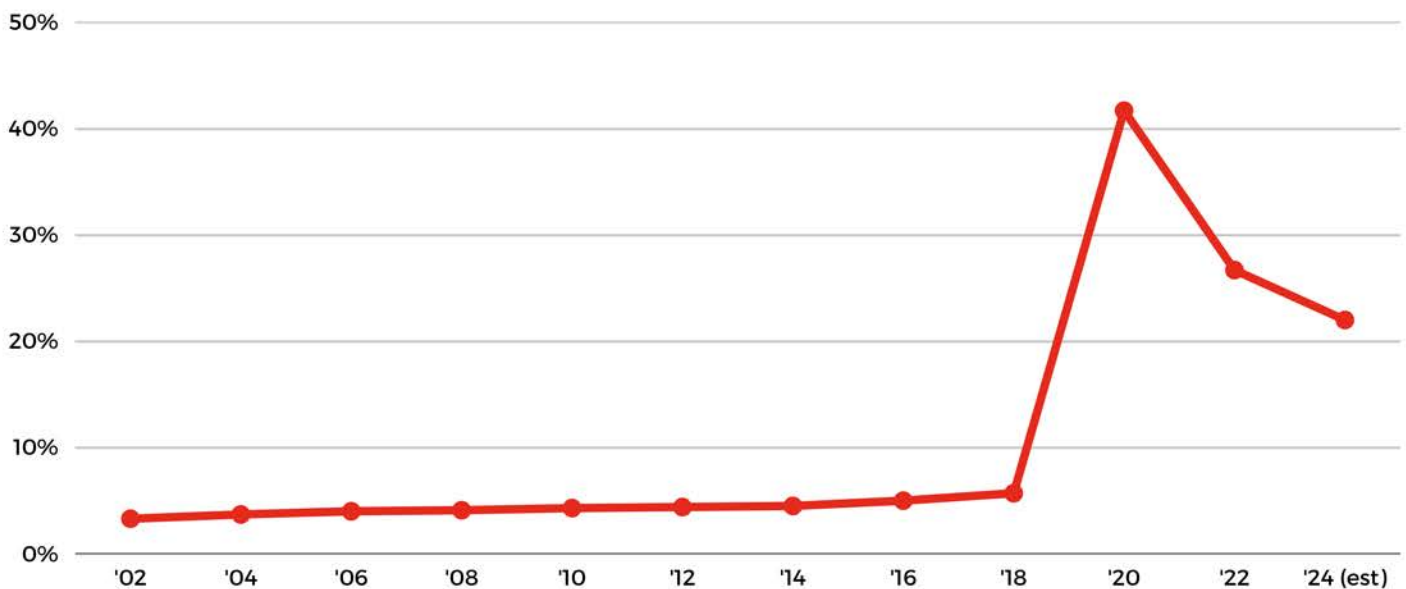
Numbers & Statistics

VIRTUAL WORKPLACE

Statista indicates nearly one-quarter of the U.S. workforce chose to remain at home following the COVID-19 pandemic. For employers, remote work increases employee retention, but it challenges a leader's ability to hold team members accountable and grow their influence within the organization.

34%

*of surveyed leaders
believe they possess the
skills needed to
effectively influence
virtual employees*



The pandemic merely accelerated the remote work trend that has occurred over the past few years.

Before attending *Influence Redefined*, less than half of the attendees believed they had the skills to influence others in a virtual environment. After training, that perception dramatically improved, with over 88% feeling confident in their virtual abilities.

Leaders often struggle to grow their connection with remote team members. Without hallway chats and in-person meetings, leaders are challenged to explore new, meaningful ways to earn trust and influence with virtual teams.

Accountability is key.

ACCOUNTABILITY OF CONSISTENCY

BE RESPONSIVE

When it comes to managing virtual employees, responsiveness is key. Remote employees must trust that you value their conversations, questions and concerns enough to respond promptly. Establish multiple avenues for team members to communicate with you and others. Chat rooms, daily meeting team syncs and a quick-response email or phone commitment will give your virtual teams needed confidence by knowing you are consistently there when they need you.

TURN ON THE CAMERA

Remote employees miss out on in-person conversations and face-to-face engagements that build stronger workplace relationships. Leaders can prevent a feeling of disconnect by ensuring their cameras remain on for every virtual meeting. Not only will this keep employees engaged in the conversation, but it prevents distraction and ensures everyone remains consistently engaged.

CREATE A VIRTUAL OPEN-DOOR POLICY

Unlike in-person employees who have the privilege of popping into your office when they need a moment of your time, virtual employees must make a greater effort to connect with you. One way to overcome this is to establish a virtual open-door policy. One way to accomplish this is by establishing a daily, predetermined window of time where your camera remains on so employees can pop in and out of your virtual meeting room as needed.



VIRTUAL, HYBRID & IN-PERSON WORKPLACE PAIN POINTS

Data suggests that many employers struggle to maximize employee engagement within day-to-day operations and meetings.

Accountability is key for leaders to grow their influence and for organizations to overcome their struggles presented by a new world of work.

We recently surveyed over two hundred *Influence Redefined* participants to evaluate their levels of growth regarding accountability within different work environments - hybrid/virtual/in-person.

WORKPLACE ENVIRONMENTS

Over 83 percent of workshop participants reported having the tools needed to hold themselves accountable within any workplace environment. That jumped from a 62 percent response rate before receiving workshop learnings.

EMPLOYEE ACCOUNTABILITY

Participants responded 55 percent more favorably after attending *Influence Redefined* when asked if they believed videoconferencing would help them hold virtual employees and teams accountable.

VIRTUAL MEETINGS

Before *Influence Redefined*, only 69 percent of respondents believed that by requiring employees to have their cameras on during virtual meetings, they could use those meetings to create a stronger sense of accountability. That number grew to 90 percent after attending the workshop - a 24 percent increase!

MULTITASKERS

The hybrid model of work invites distraction and challenges meeting effectiveness. Seventy-four percent of workshop participants reported having the confidence to negate multitaskers when in-person and virtual attendees were simultaneously present - up 418 percent from before gaining the knowledge and insights needed.

ACCOUNTABILITY COUNTS

*Want more growth and increased opportunities? You need influence.
Here are four tips to hold your team and yourself accountable to what counts.*

Own It.

Own your commitment. Make a promise - keep it as you would to a spouse, friend, family member or child. If you make a mistake, fess up. No matter the size or significance of your promise, own your words. Reiterate that commitment to others and let them know you take it seriously enough to follow through.

Take Action.

Begin each day by writing two or three action steps on a simple Post-it note. Choose action steps that focus on the practice or work necessary to get closer to your goal. They need to be focused enough that you can't half-heartedly attempt them.

Don't Try. Do.

"I will try" is a non-committal, overused phrase. It's a promise not to follow through. Everyone knows "try" means it won't happen. Verbally express your hesitancy about what you can or can't commit to. Express your concerns rather than make a promise you can't keep.

Make It a Habit.

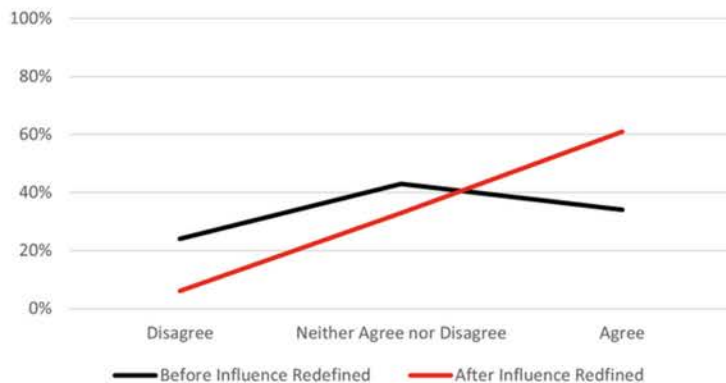
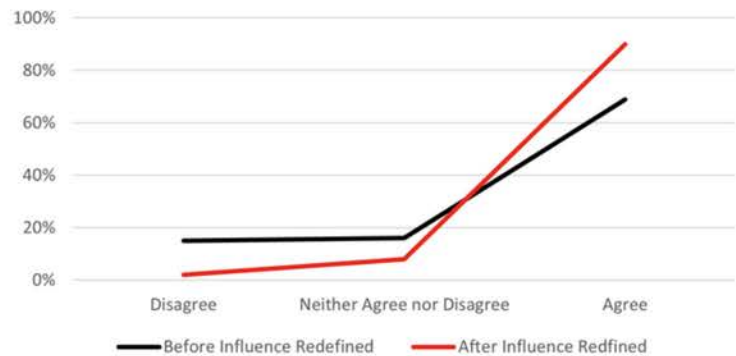
Keeping a promise requires prework. For instance, if you want to be accountable for arriving to work on time, go to bed earlier so you can wake up earlier. Do more chores in the evening to free up time in the morning. Creating accountability habits requires mindful consideration of the steps required to keep your promise.

PARTICIPANTS RESPOND

Here are a few examples of how *Influence Redefined* helped participants grow their workplace influence by learning to hold themselves and their teams accountable.

Respondent Question, Example #1:

"Meetings create accountability when I request employees turn on their cameras during virtual or hybrid meetings."

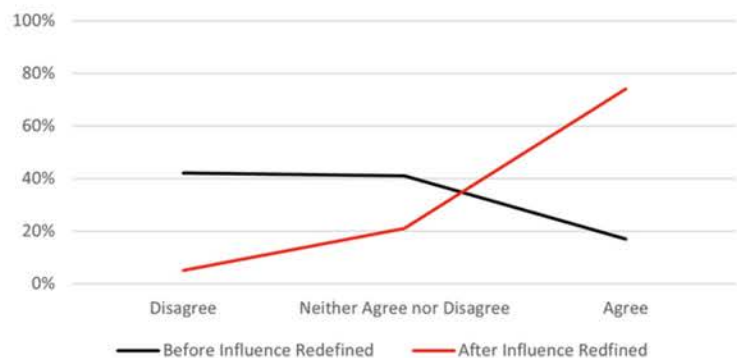


Respondent Question, Example #2:

"Video conferencing helps me hold people accountable."

Respondent Question, Example #3:

"I have the tools to negate multitaskers in hybrid model meetings."



FINAL WORDS

We are living in a new world of work called "noise." We receive messages 24/7 via email, text, social media, in-person meetings and virtual calls with our webcams on. We are dressed in business attire from the waist up, feeling fatigued by Wednesday.

This world of noise makes it even more difficult to be consistent in how we show up and how we stay present. We need to focus and work even harder during our virtual interactions -- to stand above the noise to be heard, understood and to influence action.

Every conversation – whether a meeting around a conference table, a presentation in front of hundreds of people or a Zoom call – is an opportunity to extend your personal brand.

If you use the same skills in every conversation, you will show up as your best, authentic self in every interaction, **Monday to Monday®**



STACEY HANKE INC

communicate with influence