

# INSPIRING ACCOUNTABILITY

with Dr. Gavin Adams



**“Truth be told, I  
think I thrive  
under a lack of  
accountability.”**

— Michael Scott, from *The Office*



**Our problems with authority  
create our issues with accountability.**

**Our primary issue with holding  
people accountable comes  
from our negative experiences  
being held accountable.**



# Our **Struggle** to Hold Others Accountable

- 1 Don't want to **punish**.
- 2 Don't want to **micro-manage**.
- 3 Want to be **liked**.
- 4 Don't want to destroy **morale**.







**Rather than  
hold people  
accountable, we...**

- 1** Over-manage
- 2** Under-manage

**Is it possible to actually *hold* a  
person accountable?**



**The best leaders leverage  
influence, not authority.**



**“Organizations are communities  
of human beings, not collections  
of human resources.”**

— Henry Mintzberg

# Inspiring Accountability

- 1 Candid yet compassionate
- 2 Relational directed
- 3 Growth-oriented
- 4 Results focused
- 5 Curious, not critical
- 6 Identity independent



**Our goal is to turn  
accountability from a  
confrontation into  
a conversation.**



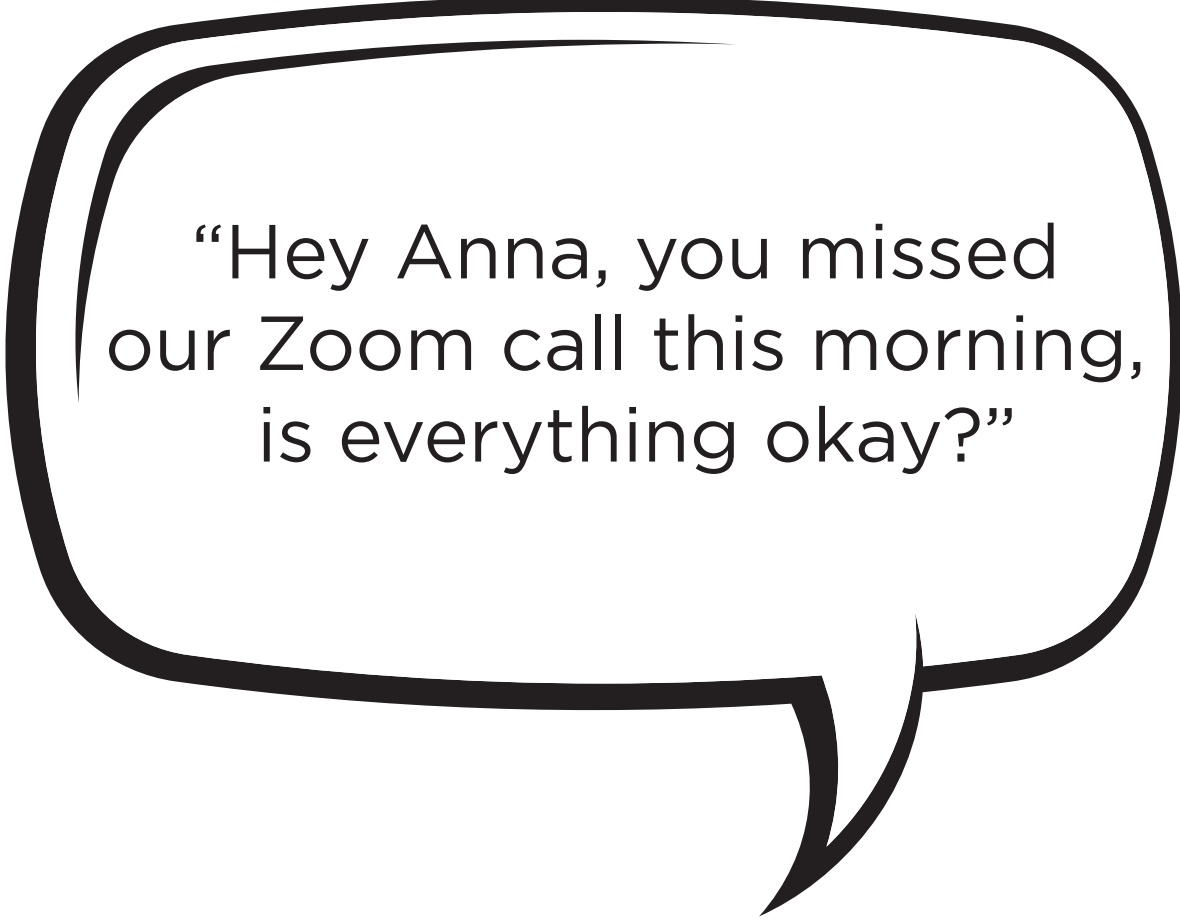


# The **Chatter Ladder** of Accountability

- 1 Kind Comment
- 2 Obvious Opportunity
- 3 Direct Discussion
- 4 Clear Consequence
- 5 Considerate Change

# The **Chatter** Ladder of Accountability


## CONVERSATION 1 **KIND COMMENT**



“Hey Anna, you missed  
our Zoom call this morning,  
is everything okay?”

# The Chatter Ladder of Accountability

## CONVERSATION 2 OBVIOUS OPPORTUNITY

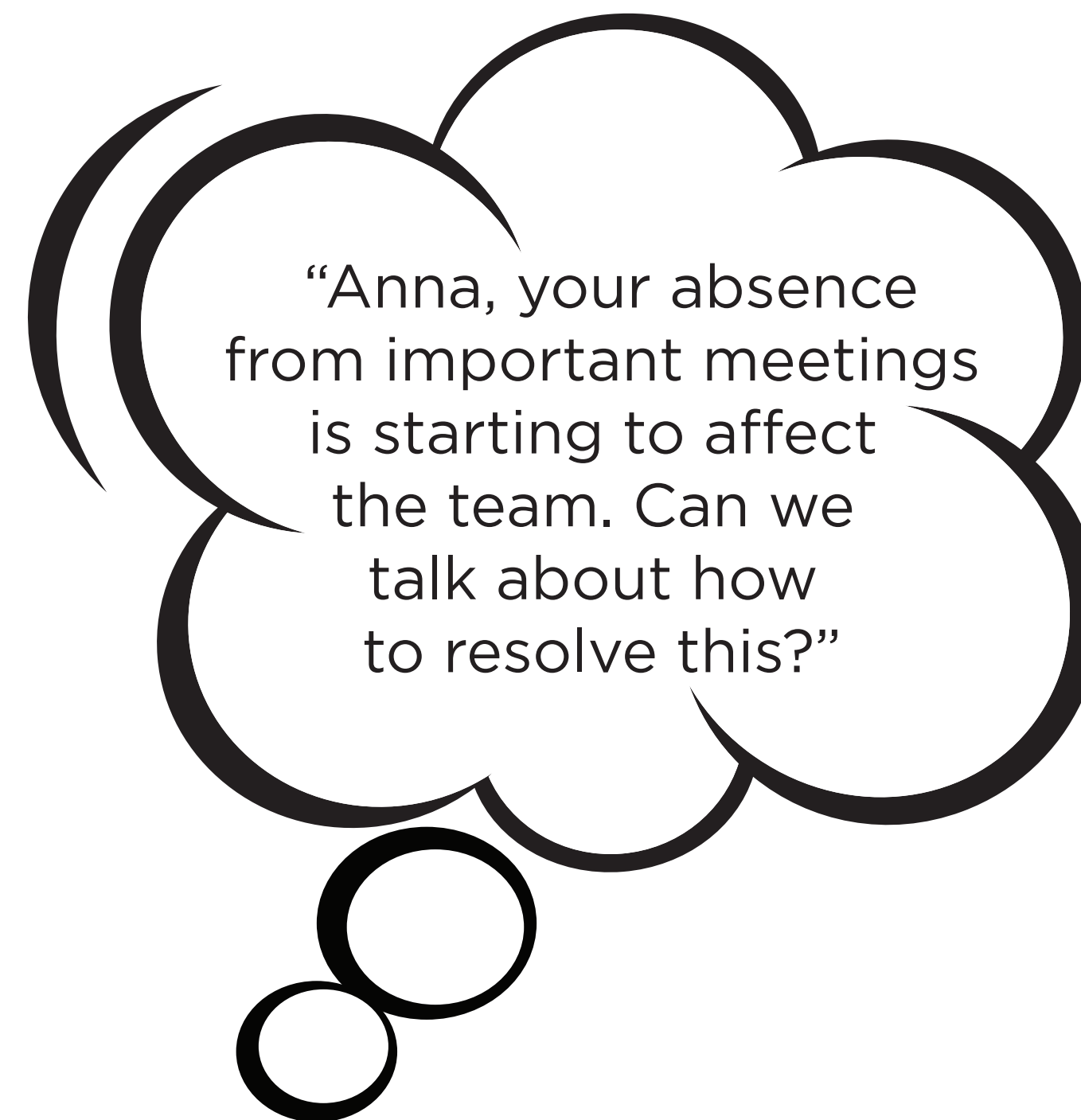


“Anna, I’ve mentioned  
your attendance on all-hands  
meetings a few times ...  
what’s the pattern here?”



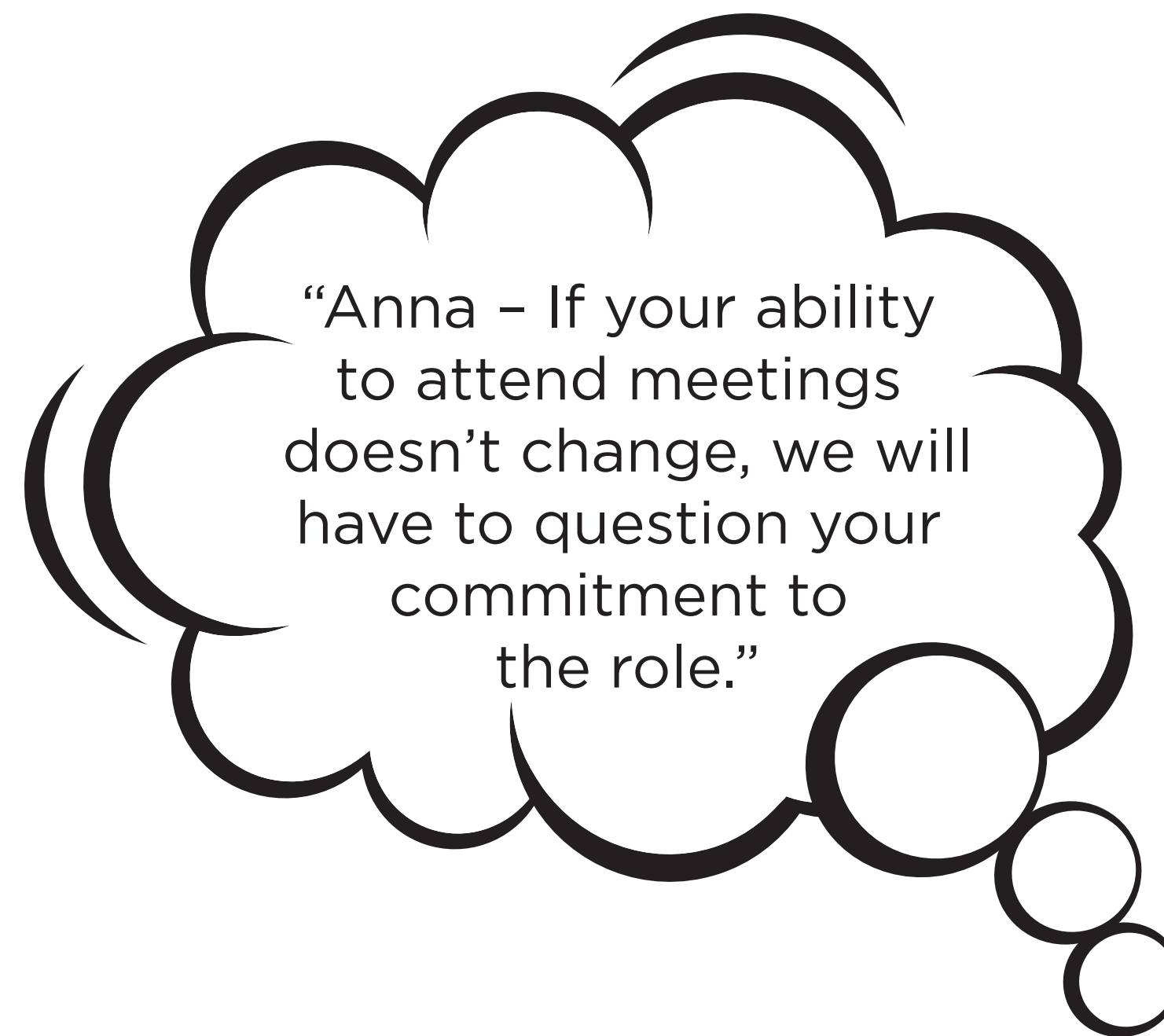
# The **Chatter** Ladder of Accountability

## CONVERSATION 3 **DIRECT DISCUSSION**




# The Chatter Ladder of Accountability

## CONVERSATION 4 CLEAR CONSEQUENCE



# The **Chatter** Ladder of Accountability

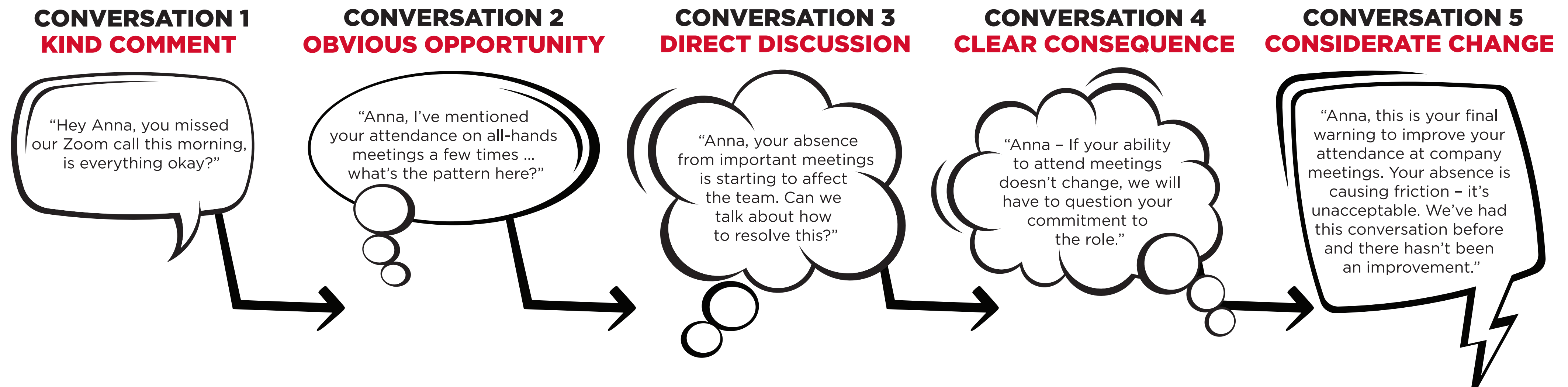
## CONVERSATION 5 **CONSIDERATE CHANGE**



“Anna, this is your final warning to improve your attendance at company meetings. Your absence is causing friction – it’s unacceptable. We’ve had this conversation before and there hasn’t been an improvement.”



# The Chatter Ladder of Accountability



## Final **Accountability** Tips:

- 1 We can't expect people to be accountable if we aren't holding **ourselves** accountable.
- 2 We can't inspire accountability and avoid **conflict** or **difficult** conversations.
- 3 We can't play **favorites**.





# MEET GAVIN



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