OWNERSHIP AND ACCOUNTABILITY:
KEY STRATEGIES TO EMPOWER AUTONOMY IN YOUR BUSINESS RIGHT NOW

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No one wants to be micromanaged, or be a micromanager—but managers are held accountable for completion of work, and if the work isn't being done, micromanaging becomes the default management style.

A more highly engaging and productive approach is to create a culture of accountability.

A 2015 Workplace Accountability Study revealed that 82% of respondents have no ability to hold others accountable—but 91% of people rank accountability as one of the top development needs they'd like to see at their organization.

Mark Samuel, author of The Accountability Revolution, suggests that accountability can result in increased synergy, a safe climate for experimentation and change, and improved solutions because people feel supported and trusted.

All of these can in turn create higher employee morale and engagement.

So how do you create a culture of ownership and accountability in your organization today?

ACCOUNTABILITY BENEFITS

In this industry of rapidly changing priorities and complex regulation, success is dependent on complete and accurate recording of decisions and actions.

Corruption and fraud have had lingering effects on industry credibility. Yet, tax, accounting, and finance professionals remain accountable to accurately record, track, calculate, forecast, and communicate to employees, clients, shareholders, and board members.

Refusal to be accountable and to drive accountability throughout your business is not an option.

When managers spend their time manually advancing a project rather than enabling a culture of accountability—in which staff do what they say they'll do, and keep their commitments to the project and each other—both the manager and the employees often find themselves frustrated, uninspired, and disengaged.

The truth is, autonomy is a productivity booster—and easy-to-use technology that enables complete and accurate recording of decisions and actions is available today.

CREATING A CULTURE OF ACCOUNTABILITY

Being accountable for your results, and holding people accountable for the results of their work, can have very positive effects.

When managers have total visibility to employees' work, the result is often greater accuracy.

But a culture of accountability is more than just visibility and accuracy. When employees know their managers have confidence in their accountability, managers start to see a better understanding of role obligations, real-time decision-making, more cooperation, and higher overall team satisfaction.

Mark Samuel breaks down the "Anatomy of Accountability" into six key elements:

1 **CLEAR INTENTION**

2 **INTERLOCKING OWNERSHIP**

3 **EFFECTIVE EXECUTION**

4 **RELENTLESS ATTACK OF DYSFUNCTIONAL HABITS**

5 **RESPONSIVE RECOVERY**

6 **RUTHLESS MEASURING OF RESULTS**

Technology like XCMworkflow can help businesses achieve these six key elements of accountability.

PRODUCTIVITY, SIMPLY ENABLED™

By offering 360° visibility to all tasks, projects, signoffs, and more, XCMworkflow clarifies project intention while delivering transparency to interlocking ownership.

Following the six key elements further, XCMworkflow was developed using Lean6 business process framework, which optimizes workflow for streamlined execution. Cloud-based technology lets you standardize process from anywhere, with embedded controls and signoffs for quality assurance. And, with increasing concerns with new global regulations, XCM offers qualified SOC 2 compliance and security.

This transparency and streamlined workflow helps identify bottlenecks and other dysfunctional habits that hamper productivity, but also empowers employees to be take proactive measures to achieve responsive recovery. This is looking more like a culture of accountability!

Last, but certainly not least, XCMworkflow offers robust reporting using real-time data, so leadership can easily measure results and focus on continuous improvement and controls that deliver high impact business outcomes.

Year over year and month over month, XCM offers a dynamic, real-time, on-demand visibility to priorities and responsibilities across your business, enabling employees to take ownership of their work.

EMPOWER AUTONOMY AND CREATE A TEAM OF SUCCESSFUL PEOPLE

When you track recurring and ad-hoc projects in a central location like XCMworkflow, you take a powerful first step in creating your own culture of accountability.

Research indicates that holding people accountable has very positive effects—and it starts with enabling autonomy across your teams.

The benefits are many and varied. With a culture of accountability enabled with technology like XCMworkflow, you are likely to see:

- **greater accuracy**
- **better ownership of assigned work**
- **proactive problem-solving**
- **data-driven decision-making**
- **more productive cooperation**
- **higher employee satisfaction and retention**

Join the conversation and learn how XCM's productivity enablement business process technology can lay the foundation to create a culture of accountability that connects your people through process and technology.

Request a complimentary XCMworkflow consultation and learn how it can help drive accountability. Call 781.356.5152 or visit xcmsolutions.com for more information.