

How to Create Accountability



Strategic Success. Delivered.

Without Micromanaging

The Two-Hour Crisis

You leave the building for two hours and come back to a small crisis.

The instinct that follows is familiar: check in more, ask more, look over more shoulders.

That instinct usually makes the problem worse. A team watched constantly stops thinking for itself.

Supervision vs Accountability

SUPERVISION

- Watching to see it gets done
- Works only when you're present
- Treats a gap as distrust

ACCOUNTABILITY

- Owning the outcome, watched or not
- Performs consistently either way
- Built on clear expectations

The Delegation Conversation That Changes Everything

“Just figure it out.”

becomes → “Here's the outcome I need, let's talk through how.”

“This is unacceptable.”

becomes → “What got in the way, and how do we fix it?”

“Let's just move on.”

becomes → “Thank you for being honest. What do you need going forward?”

Building the Structure That Makes Stepping Back Possible

A Weekly Numbers Review

Visible results change behaviour more than an owner's memory ever does.

A Named Owner for Each Task

Without one, “the team” is responsible for everything and nobody in particular.

A Brief Weekly Check-In

Five minutes to catch a drifting task while it's still small.

Real accountability is built one task at a time.

Not installed through a policy nobody reads twice.



Where to Start This Week

1

Pick one task

Something you currently check on more than the role actually requires.

2

Hand it over properly

With a clear outcome, not a vague instruction. Then leave it alone.

3

Expect an early wobble

Coach through it rather than quietly taking the task back.

Find Exactly Where to Start

If you want structured support building this into your practice, book a practice coaching call with DWB.

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