

A blue-tinted photograph of two business professionals in a meeting. One person is standing and pointing at a laptop screen, while the other is seated. The background is filled with various data visualization elements like bar charts, line graphs, and pie charts, all rendered in a light blue color. A thin white vertical line is positioned on the left side of the image.

LYNNE CURRY, PHD

Managing for Accountability.

A Business Leader's Toolbox

Managing for Accountability

A Business Leader's Toolbox

Lynne Curry



Managing for Accountability: A Business Leader's Toolbox

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Description

Written by a veteran management consultant, *Managing for Accountability: A Business Leader's Toolbox*, gives business owners and managers a toolbox containing everything they need to hire, inspire, manage, and retain accountable employees who do what they say they will and who invest 100 percent effort into their jobs.

This book is perfect for those who want a roadmap detailing how to: choose exactly the right employee; set expectations for accountability as part of their company culture; inspire employees to “own” their jobs; effectively address problem behaviors that get in the way of maximum performance; retain their top talent; and create accountability in members of Gen X, Y, and Z. Each chapter provides useful, practical, field-tested strategies and solutions that can be immediately implemented.

Written for owners and managers who have little time to read, *Managing for Accountability* is chockful of useful tips and well organized to enable readers to return to specific chapters for a quick reference when they need an immediate tactic or actionable strategy.

The author, a nationally respected organizational consultant and executive coach, offers explicit guidelines for coaching employees to work their hardest to achieve breakthrough levels of performance, maintaining employee commitment at a high level, and bonding employees into high-performance teams united in achieving their employer's business goals and creating an accountability culture.

Readers will find the real-life stories engrossing and the checklists and tools immediately actionable and will walk away knowing exactly how to inspire employees, how to maintain employee commitment at a high level, and how to create an accountability culture in their organization.

Keywords

accountability; productivity; results; employee performance; employee engagement; employee motivation; ownership; retention; employee commitment; buy-in; self-management; all in; discretionary effort

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Advance Reviews

*“In *Managing for Accountability*, Lynne Curry effectively distills 40 years of experience counseling companies across the globe into a practical, step-by-step guide that helps any leader and organization create and sustain a culture of accountability. Curry provides real-life experiences and field-tested solutions to recruit, retain, and inspire high-performing teams. The strategies in *Managing for Accountability* are useful, simple, and put immediate results within every leader’s reach. The book is as enjoyable to read as it is valuable.”*—**Mark D. Nelson, President and CEO, Bristol Bay Industrial, LLC**

*“*Managing for Accountability* is a top choice in my library of recommended reads. Dr. Lynne Curry has assisted me, my partners, and employees through challenges for more than three decades. She’s helped us to work together professionally to achieve our potential, always focused on excellence. She has always been responsive, straightforward, and direct with her meaningful advice and counsel assisting me to develop and grow in leadership.”*—**Larry Cash, Founder and Chair of the Board, RIM Alaska, California, Guam, Hawaii**

*“*Managing for Accountability’s* author is brilliant, inspirational, creative, and brings a fresh and compassionate insight into the workplace. It is a comprehensive and well-written guidebook that every executive, manager, and supervisor will want on their desk. It promotes new ideas for improving employee performance, morale, and the bottom line while creating new cultures. I write this as a business leader with 35 plus years working in the resource and technology industry, government, and the nonprofit sector. This book is a necessary read for management and leaders to succeed in a changing business world, as well as creating future workplace cultures.”*—**Rebecca Parker, Executive Director of the Anchorage Senior Activity Center**

*“In *Managing for Accountability*, Curry has assembled a collection of lessons learned from her decades of management experience, with lots of strategies and examples that can be applied on a daily basis. This book belongs in every manager’s toolbox!”*—**Roger Weese, President, Principal, RSA Engineering, Inc.**

*“Lynne Curry writes about a topic she has lived with, taught on, and written about every day for many years. In her trainings, I have experienced the depth of her understanding when it comes to people and their relationships to their work. The advice column she produces rivals *Dear Abby*, except that they are aimed directly at the workplace and how to improve the work environment.”*
—**Mike Coumbe, Deputy Director, Alaska Conservation Foundation**

“I’ve been following Lynne Curry’s superb work as a successful management consultant and coach for over 25 years. Curry’s conversational and fast-paced writing style is wonderfully matched with her many pages of important principles for effectively inspiring employees to work harder and as a team fully united toward a common goal.”—**Larry Wood, attorney and mediator**

*“*Managing for Accountability: A Business Leader’s Toolbox* is a must have for every leader seeking to inspire stellar performance from every employee. Accountability is made, not born and is created, ignited, and fueled by your actions as a leader. Lynne Curry has taken her four decades of human resources expertise and loaded this book with tools for optimizing employees’ commitment. This is a must read!”*—**Gail Forrest, Senior Human Resources Consultant at Tandem HR**

*“Lynne Curry is both an expert in her field and a professional with a knack for breaking challenges down and giving readers roadmaps to help them through difficulties. *Managing for Accountability* is loaded with valuable information and guidance for becoming a better leader.”*—**Millie Johnson, Vice President of Shareholder Development at Chugach Alaska Corporation, a company with more than 5,000 employees**

“Lynne Curry’s new book drills down to the core of profit, management, and organizational leadership via the relationship between accountability and leadership. The book is a terrific explanation of what accountability means

to an organization and its relationship to profit and leadership.”—**Human Resources Attorney Charles Krugel**

“Lynne Curry has identified a key managerial and organization problem and provided practical, achievable, and quantifiable solutions. Creating an organization with accountability from top to bottom and reaping the benefits of a well-functioning team is worth the effort.”—**Tom Van Flein, Chief of Staff and General Counsel at the U.S. House of Representatives**

“The key to Lynne Curry’s advice is that it is indeed “actionable.””—**Nancy Johnson, Vice President and General Manager, KTUU TV**

“Managing for Accountability’s no-nonsense approach to recruiting, hiring, developing, and managing a culture of accountability in the workforce provides today’s business leaders with a comprehensive proven toolset.”—**Jim Bates, President, LMJ Consulting**

“In Managing for Accountability, Curry has assembled a collection of lessons learned from her decades of management experience, with lots of strategies and examples that can be applied on a daily basis. This book belongs in every manager’s toolbox!”—**Roger Weese, President, Principal, RSA Engineering, Inc.**

“Managing for Accountability: A Business Leader’s Toolbox has exactly the information and guidance I’ve been seeking. It’s a practical read with a no-nonsense approach. It offers an easy how-to implementation guide for dealing with real on-the-job scenarios. After my first read, I found myself going back to key points I picked up from the book. I was able to execute these tools with employees. Curry delivers her straight-to-the-point professional advice in a way that is easily implementable.”—**Brooke McLaughlin, Associate Broker, The Summit Group**

“Curry’s Managing for Accountability puts 39 years of management consulting experience into one easy-to-read tool for managers at different levels. Curry’s ideas are easy to implement and they deliver measurable results.”—**Dee Buchanon, owner, Apex Marketing and Alaska Statewide Director of Marketing, Subway Development, Inc.**

Curry expertly covers how to assess your corporate culture and create a real, effective culture of accountability.—**Todd Clark, President, DenaliTEK**

“This is a clearly written guide to achieving an accountable workplace, one in which managers and employees work for a common goal. Lynne Curry’s years of experience have produced a book that will be valuable to any organization.”—**Harry Cylinder, CPCU, ARM Risk and Insurance Consultant, Beacon Insurance Services**

“A must read for every business leader. Dr. Lynne Curry provides proven strategies to guarantee your team members are fully vested and committed to your organization’s success. It provides solid advice for virtually every situation that business leaders face on a daily basis.”—**Paulette Dale, Ph.D, Professor Emeritus, Miami Dade College and Author, Did You Say Something, Susan?**

“Managing for Accountability: A Business Leader’s Toolbox fills a long overdue gap in hands-on leadership resources and will elevate the productivity of today’s workforce and instill in them a sense of pride and accountability for their work. Dr. Curry’s pragmatic approach to accountability and trust translates theory and concepts into a series of carefully considered steps to create an environment where accountability thrives.”—**Wilson Duffles, Vice President, Digital Solutions**

“Managing for Accountability offers readers Curry’s many years of experience and relays her message with eloquence, knowledge, and a high EQ. I will be the first in line to purchase it for my current and future clients!”—**Debbie Heckendorn, PHR, SHRM CP, President, HR Virtual Partners, LLC**

“Lynne Curry writes a timely book for organizations, managers, and leaders at all levels. Her emphasis on “accountability” underlies the foundation of organizations that seek a well-aligned, competitive team.”—**Matt Heilala, President, Alaska Foot and Ankle Specialists**

“Managing for Accountability: A Business Leader’s Toolbox is a common sense, tactical guide to better accountability. It’s full of things you know or

should know and must do to optimize talent.”—**Karen King, President & CEO, Spawn Ideas**

*“Lynne Curry’s writing style is refreshing and easy to read. Curry lays a great foundation for learning the good, the bad, and the ugly of what accountability is and is not and how to be successful when fostering it. I can’t wait to share *Managing for Accountability with my leaders*.”*—**Stacy Laackmann, SPHR, Human Resources Director, Northern Valley Health, Inc.**

*“*Managing for Accountability* is for business leaders who are serious about success. Its pages are filled with proven strategies and the practical tools that you’ve been looking for. Get ready to ignite peak performance that will launch your organization to unprecedented heights.”*—**Todd Michero, Lead Pastor, Community Covenant Church**

*“*Managing for Accountability: A Business Leader’s Toolbox* offers easily found answers to questions every responsible organization should be asking its leadership. For anyone who is looking for specific strategies for an issue or problem, the book is arranged in a manner that lets you go right to the section you need to find an answer quickly. The book is well-written and gives the reader a step-by-step process to help make improvements in employee attitude and work performance. It’s a must read!”*—**David Morgan, Director, Alaskan Center for Sustainable Healthcare**

*“Dr. Lynne Curry’s *Managing with Accountability* inspires you to be a leader with compassion, empathy, and accountability. You will learn strategies to recruit and retain top-performing team members. Using real-world examples, Curry radiates inspirational leadership and helps you create a healthy work culture that motivates your employees to always perform at their best.”*—**Brenda Pacarro, Workforce and Shareholder Development Supervisor/HR, Calista Corporation**

*“A company culture that promotes employee accountability will have a competitive advantage in any market. Lynne Curry’s *Managing for Accountability: A Business Leader’s Toolbox* provides business owners and executives with the skills and strategies that will inspire both managers and employees*

to be fully committed to and work hard for the company. This book will be a must read if you want to optimize your company's most valuable resource—your employees.”—**D. Michael Rabe, Principal/Civil Engineer, CRW Engineering, LLC**

“Lynne Curry has long been recognized as a leading expert in the field of human resources and employee relations. Curry has risen to the difficult task of resolving management/employee issues with a remarkable record of success in getting companies back on track. Managing for Accountability should be a required reading and kept close at hand as a resource to be consulted.”—**Attorney William Satterberg**

“Managing for Accountability is a tool every leader and manager will dog-ear and have in the top tray of their toolbox.”—**Pat Shier, recipient of the Governor's Denali Award for Individual Leadership and National Cooperative Rx Executive Board Member**

“In Managing for Accountability and in her writing and training, Lynne Curry gives managers, leaders, and employees practical tools to make the workplace fast-paced, energizing, and a source of rejuvenation.”—**Ramji Srinivasan, Founder and CEO at Teiko.bio**

“Managing for Accountability is a must-have, well-written book using relatable experiences that companies can reference to elevate their team's accountability. We can all benefit from Curry's expertise to elevate our HR ROI to 100 percent.”—**Gail Stelling, Controller, Arizona Commerce Authority**

“Dr. Lynne Curry has long been the emergency responder for many businesses. We have called Lynne to help us navigate the most challenging moments of growing our business from one to over two thousand employees. When a situation seemed impossibly mired in complexity and negativity, Curry would calmly and professionally chart a path out of the woods for us. In Managing for Accountability, Curry has distilled the lessons of her long career creating solutions from conflict and dysfunction. She is a brilliant communicator who can distill complex strategies and techniques into accessible and

action-oriented language, a skill she has clearly brought to the writing of this book. Business leaders should have this one sitting on their desk for quick reference.”—**Dave Stephens, Chief Executive Officer, Ouzinkie Native Corporation and Katmai Government Services**

*“Positive. Practical. Succinct. Wise. In *Managing for Accountability*, Dr. Lynne Curry taps her vast experience to offer a top-notch handbook for those striving to manage with integrity and skill. For quality hires and measurable productivity, this gem of a book is chock-full of insights.”*—**Award-winning author and former small business owner, Cheryl Bostrom**

*“I found *Managing for Accountability: A Business Leader’s Toolbox* insightful. As a leader, I appreciated the steps and questions presented to engage employees to get there.”*—**Tiffany Van Horn, BU President at Corix Group of Companies**

“This hands-on guide will show you where to focus and what to do to create an engaged, productive culture.”—**Wanda T. Wallace, Managing Partner of TheLeadership Forum and Author of *You Can’t Know It All: Leading in the Age of Deep Expertise***

*“*Managing for Accountability* outlines practical and actionable steps to attract, inspire, and motivate employees to take full responsibility for organizational success.”*—**Barbara Bell, RurAL CAP, Chief People & Culture Officer**

*“*Managing for Accountability* provides inspiration as well as tangible and effective action steps for leaders to level up their workplace culture to one of accountability. It’s a must-read for leaders who are committed to leading from the front.”*—**Jennifer Woodward, Human Resources Manager, Chickaloon Village Traditional Council.**

CHAPTER 1

What Managing for Accountability: *A Business Leader's Toolbox* Promises You

Accountability is a choice, a decision you want each of your employees to make. Accountable employees demonstrate ownership and take responsibility for results. Employees with accountability invest themselves in your organization; they give 100 percent. They do what they say they will, and more.

Accountable employees ask:

- “How can I contribute?”
- “How can I help my employer, manager, and coworker succeed?”
- “How can I be more productive?”

When you view the inside of an organization staffed by accountable employees, you see employees who:

- Show up on time and ready to work
- Communicate openly and candidly
- Demonstrate reliability
- Work hard
- Admit and learn from their mistakes
- Show initiative and tackle obstacles
- Listen to and act on improvement-oriented feedback

Accountable employees make an owner or executive's work life easier and fuel an organization's success.

Accountable employees also benefit from enhanced professional fulfillment, along with increased respect and recognition from their managers and colleagues.

Making Accountability Happen

Accountability doesn't happen by chance. Although business owners and executives agree that employees can create an organization's competitive advantage, few know exactly how to inspire employees to be "all in," fully invested, and engaged in their work. Creating an accountable organization requires that an owner, executive, and manager make the right choices, take the correct actions, and use finely honed skills and strategies.

In *Managing for Accountability*, you will learn:

- How to recruit employees that give 100 percent effort on the job.
- The clues that tell you a potential hire is someone who takes responsibility for results and demonstrates resilience, even when the going gets tough.
- How to maintain your employee's enthusiasm and commitment at a high level.
- How to inspire employees to show initiative and collaborate with peers.
- How you as a leader can create an accountability culture in your organization.
- How to positively confront and motivate an employee to develop a results-based approach.
- How to build a high-performing, highly accountable team.
- How to retain highly accountable employees who will power your organization to continued success.

Each chapter of *Managing for Accountability* provides you tools, skills, and solutions, along with actionable strategies for maintaining your employees' commitment, excitement, and effort. You will find the

chapters chockful of useful tips and well organized to enable you to return to them for a quick reference when you need an immediate tactic.

The net result you will receive from reading and using the strategies presented in *Managing for Accountability*—you will manage employees who are “all in” and do what they say they will—and more. You will gain 100 percent value from your payroll dollars.

Here’s your guided tour through the chapters:

In Chapter 2, you will learn what it means to have a workplace in which your employees act with accountability, tackle problems, overcome obstacles, and achieve results. You will understand how accountability starts with you and how your leadership defines a culture of accountability. You will uncover key strategies for assessing and upgrading your workplace culture.

In Chapter 3, you will learn how to attract quality candidates and screen them for accountability. If you have ever hired a lion and discovered you instead on-boarded a kitty, you will learn what to do and what not to do in your future recruitment endeavors when screening and interviewing to avoid unwanted surprises.

In Chapter 4, you will learn strategies and tools for creating accountability and forward momentum in your employees. You will learn how to get your employees aligned and moving in the direction you want. You will learn how to lead your employees to take initiative and to give 100 percent.

In Chapter 5, you will learn how to create an accountability environment in your business. You will gain actionable strategies and tools for creating, increasing, and measuring accountability. You will learn how to use scores, goals, and incentives to incite your employees to win for themselves and your organization.

In Chapter 6, you will learn how to inspire your employees to work harder and as one team, united toward a common goal. You will learn the specific steps that build a high-performance team and how to lead high-energy team events.

In Chapter 7, you will learn how to press the reset button should an employee start to slip. You will learn how to effectively address broken promises, unmet expectations, and other work performance and attitude issues that get in the way of maximum performance.

In Chapter 8, you will learn how to coach your employees, deepening their personal and professional accountability and commitment. You will learn concrete strategies for increasing every employee's commitment, job satisfaction, and connection to your organization's mission and goals.

In Chapter 9, you will learn proven strategies for retaining your best employees and for avoiding the missteps that often lead good employers to lose their best employees.

Chapter 10 focuses on tailoring your accountability management strategies for Gen X, Y, and Z employees, who often don't respond as well to traditional managerial strategies.

How I Can Make These Promises to You?

For 39 years, I ran a nationally respected management consulting company in which all employees aligned with our company's mission and vision. I teach accountability to business owners, executives, managers, and supervisors.

I have directly worked with more than 4,300 organizations in Alaska, Arizona, California, Colorado, Connecticut, Hawaii, Illinois, Michigan, New York, Oregon, Texas, Washington, Washington D.C., China, England, Guam, Japan, and Korea. My clients have included British Petroleum, Conoco Phillips, the U.S. Department of Defense, and the World Bank.

I have qualified in court as an expert witness in the areas of Management Best Practices, Human Resources, and Workplace Issues.

I commit to you an enjoyable read and a book you can learn from. *Managing for Accountability* provides proven strategies and tools you can immediately apply and includes real-world examples that show how these tools and strategies have worked for others and can prove successful for you.¹

¹ Throughout *Managing for Accountability*, "employees" refers to managers and employees.