



Clarify your expectations concerning **accountability**

Stakes

Companies have a growing need for employees who feel jointly responsible for collective success. Without this sense of accountability, managers cannot truly delegate to their subordinates or even foster initiative. As a matter of fact, the sense of accountability is an absolutely necessary prerequisite for knowledge workers, whose every task cannot be monitored. It is also essential in a world where responsiveness, especially in the field, is a key to success. Yet, people often have a fuzzy notion of what accountability is. This creates many misunderstandings between employees who think they are taking responsibility and their boss, who feels let down.

Five principles of accountability

The following checklist describes the various dimensions of accountability expected in business settings.

