ACCOUNTABILITY

Taking responsibility for our work not only gives us a sense of purpose on the job; it provides the opportunity to build trust within our organizations. But, what happens when we make a mistake?

Disappointment, tension, and confusion are all among things that can result from mistakes at work, but they can be limited by communicating well, and getting ahead of the damage.

Here are a few simple steps to be accountable and get things back on track:

1. Own it. If you make a mistake at work, don’t wait until it causes conflict. Tell the people your mistake may have impacted that you are aware of the error and apologize for any inconvenience it may have caused them.
2. Offer a solution. Whatever you can do to correct the error, do so quickly and efficiently. Ask for help if you need it.
3. Learn from it. We’re all human, and mistakes are bound to happen. Don’t beat yourself up about it. Instead, make a note to yourself on ways you can prevent the mistake from occurring in the future.

THIS WEEK’S CHALLENGE:

If you recently made a mistake at work, own it and offer a solution.

KEEP ON LEARNING

- Check out Forbes “Personal Accountability And The Pursuit Of Workplace Happiness” by Elana Lyn Gross.
- Lynda/LinkedIn Learning: Are you in a leadership position? Watch this Lynda video to learn how you can build accountability into your department’s culture.