

ACCOUNTABILITY SELF-ASSESSMENT

Instructions:

- 1) Enter name and date.
- 2) Read each statement. If you consistently demonstrate the behavior, enter a mark in the YES column. If not, enter a mark in the NO column.
- 3) Review NO responses and select 1-3 areas of focus. Work on these until they are consistent habits, then select new areas of focus.
- 4) Periodically, repeat steps 1-3.

Name: _____

Date: _____

YES	NO
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RESPONSIVE

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| | | | I check my voicemail and read my email regularly. |
| | | | I return calls and respond to emails promptly. |
| | | | I engage my out-of-office message on voicemail and email when I will be away for 1 day or more. |
| | | | I acknowledge requests upon receipt if I am unable to address them in full right away. |
| | | | I confirm that the requestor has everything needed from me. |
| | | | I communicate in advance when I may/will not be able to deliver as promised. |
| | | | I provide progress updates without prompting, on mid/long-term tasks/projects. |

PROFESSIONAL

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| | | | I arrive on time and prepared for meetings. I am considerate of others' time. |
| | | | I interact with others thoughtfully, whether in person, on the phone or in writing. |
| | | | I carry myself in such a manner that others are comfortable approaching me. |
| | | | I carefully choose my words so as not to offend others while still communicating my intended message. |
| | | | I consider the appropriate timing and setting within which to have a crucial conversation. |
| | | | I keep confidences of others and take care not to spread gossip. |
| | | | I remain objective during a heated or controversial situation. |

APPROPRIATE SENSE OF URGENCY

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| | | | I recognize the difference between something that is urgent and important and something that isn't. |
| | | | I instill confidence in the requestor that I understand the importance of the request. |
| | | | I prioritize more highly the tasks that are more critical. |
| | | | I provide regular updates to the requestor so he/she is certain that I am "on it". |
| | | | I demonstrate willingness to put in extra time to complete a high priority assignment. |

DELIVER ON PROMISES AND REQUESTS

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| | | | I do what I say I am going to do. |
| | | | I practice what I preach. |
| | | | I meet deadlines. |
| | | | I maintain an effective time/organization management system. |
| | | | I keep my calendar current so others can rely on indicators of my availability. |
| | | | I under (or accurately) promise and over (or accurately) deliver. |
| | | | I earn the trust of others based on my track record of follow-through and getting things done. |

OWN CONTRIBUTION TO CIRCUMSTANCES

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|--|--|--|---------------------------------------------------------------------------------------------|
| | | | I demonstrate responsibility for my actions. |
| | | | I acknowledge my options in responding to a situation. |
| | | | I look for ways to be part of the solution. |
| | | | I admit when I have made a mistake or didn't do something I could have or should have done. |
| | | | I avoid the temptation to make excuses and/or blame others when things don't go my way. |
| | | | I resist adopting a victim mentality. |
| | | | I reflect often and show that I am self-aware. |
| | | | I recognize and admit my motives. |