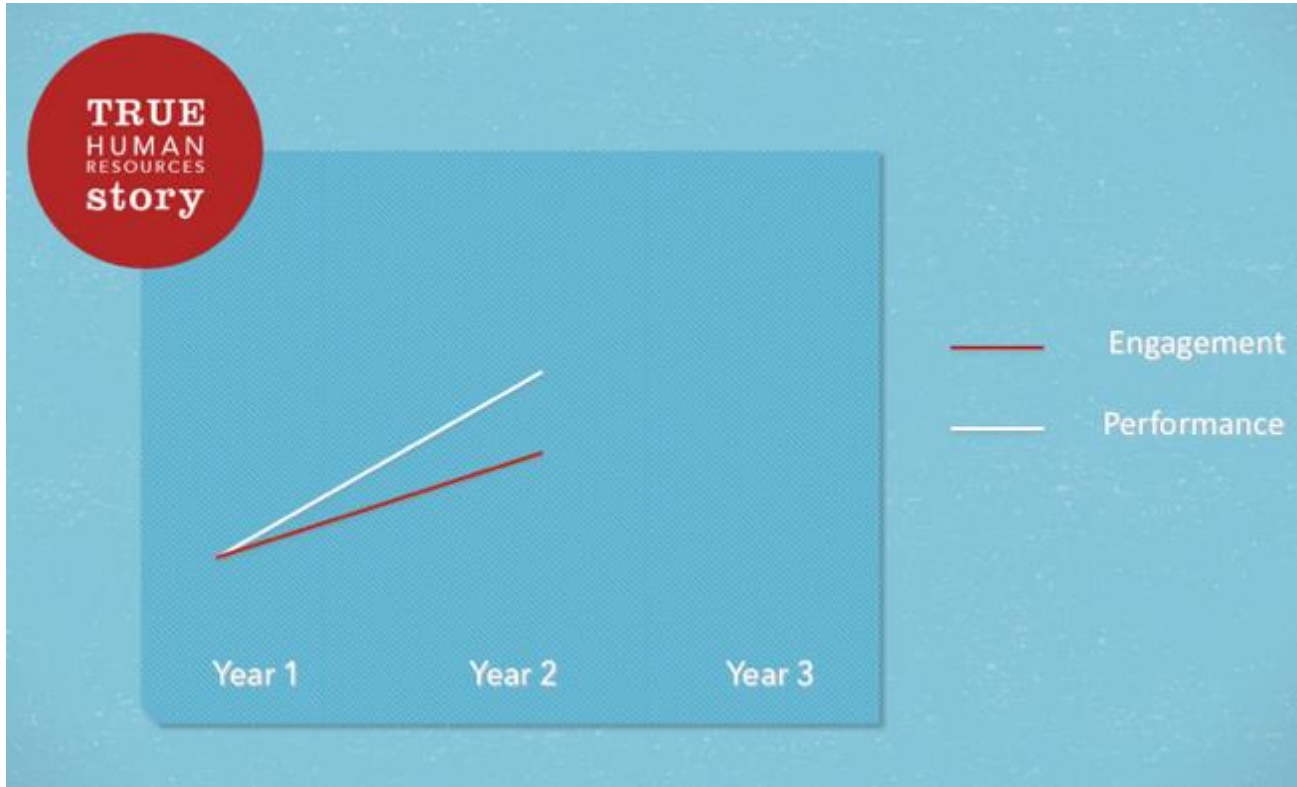


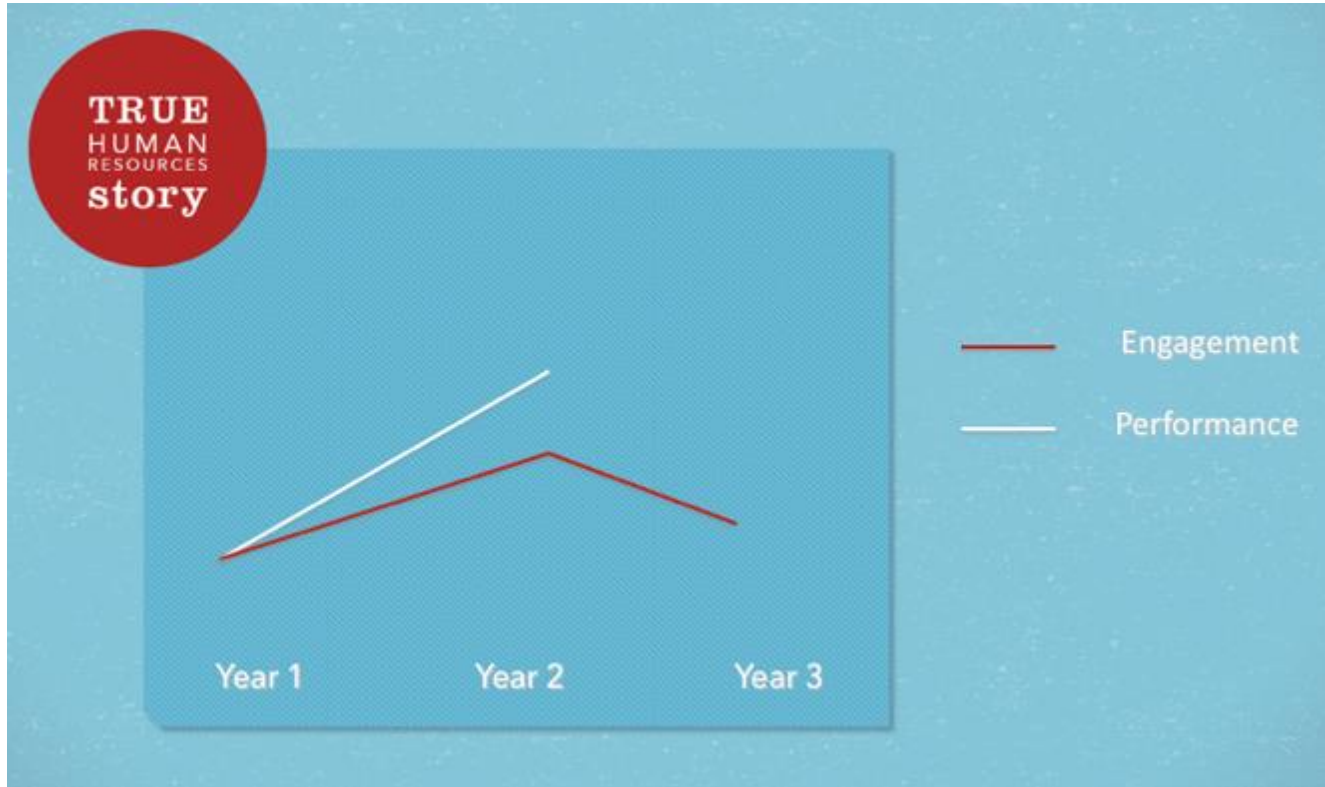
# ACCOUNTABILITY, NOT ENGAGEMENT, DRIVES RESULTS

Unlocking the True Driver of Employee Engagement

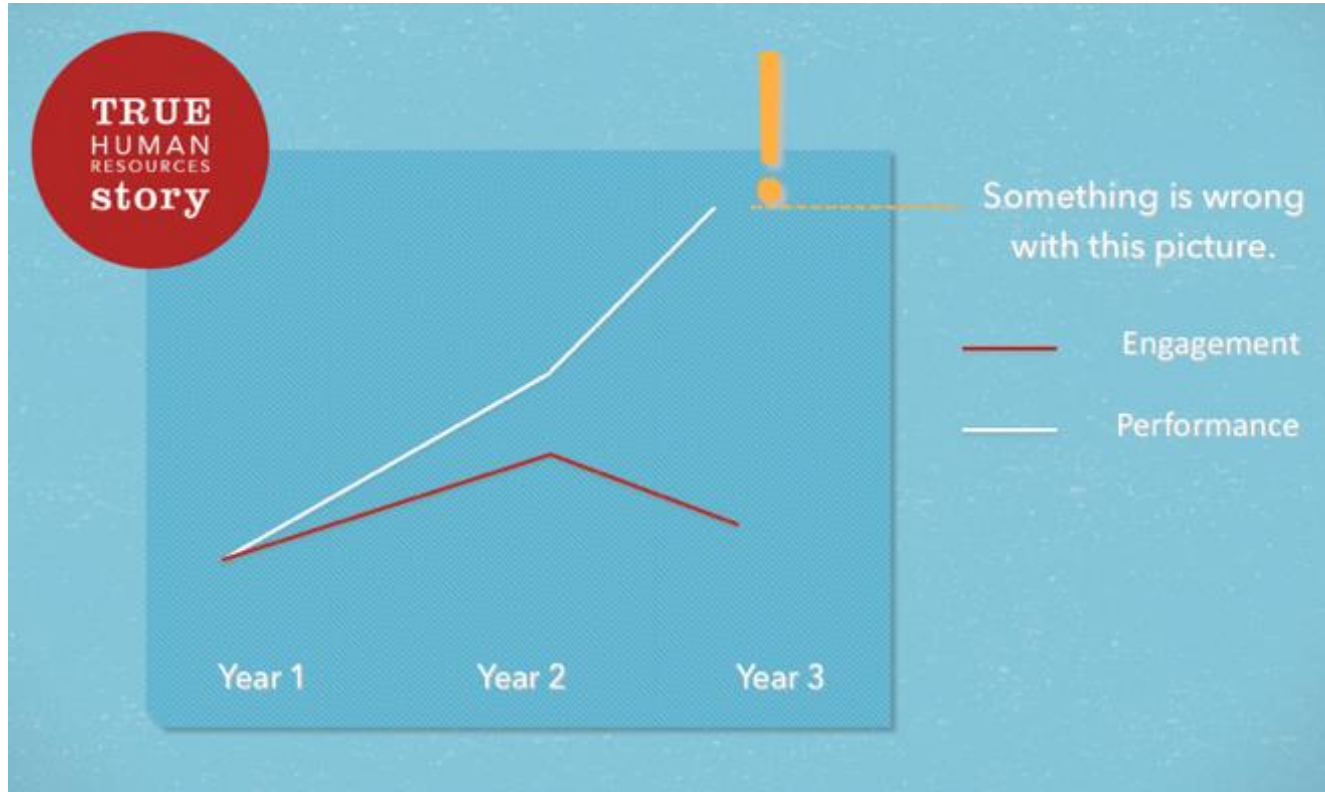
# EMPLOYEE ENGAGEMENT IS BROKEN



# EMPLOYEE ENGAGEMENT IS BROKEN



# EMPLOYEE ENGAGEMENT IS BROKEN





# PERSONAL ACCOUNTABILITY

PERSONAL ACCOUNTABILITY

# LEARNED HELPLESSNESS

# PERSONAL ACCOUNTABILITY

---

The mindset that results happen because of one's actions, not in spite of them.

Accountable people believe that they choose their own destiny.



# PERSONAL ACCOUNTABILITY

## COMMITMENT

The willingness to do whatever it takes to get results.

## RESILIENCE

The ability to stay the course in the face of obstacles and setbacks.

## OWNERSHIP

The acceptance of the consequences of our actions, good or bad.

## CONTINUOUS LEARNING

The perspective to see success and failure as learning to fuel future success.



Engagement without  
**accountability** creates  
**entitlement.**



# ACCOUNTABILITY DEVELOPMENT

# DEVELOPING PERSONAL ACCOUNTABILITY

**CHALLENGE**

EXPERIENCED ACCOUNTABILITY

**FEEDBACK**

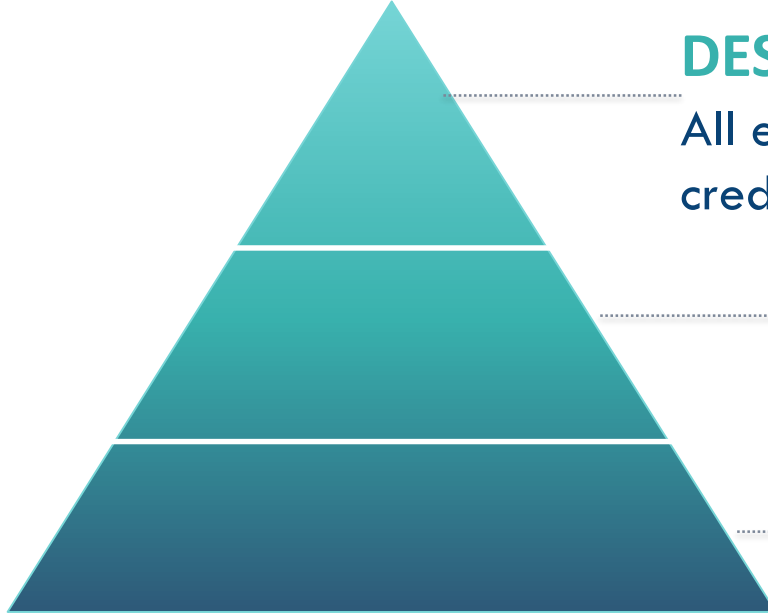
**SELF-REFLECTION**

SENSE-MAKING MENTORING

# FIXING ENGAGEMENT

# EMPLOYEE ENGAGEMENT IS BROKEN

## THE DESIGN FLAW: THREE FAULTY ASSUMPTIONS



### DESIGN FLAW #1:

All employee responses are equally credible.

### DESIGN FLAW #2:

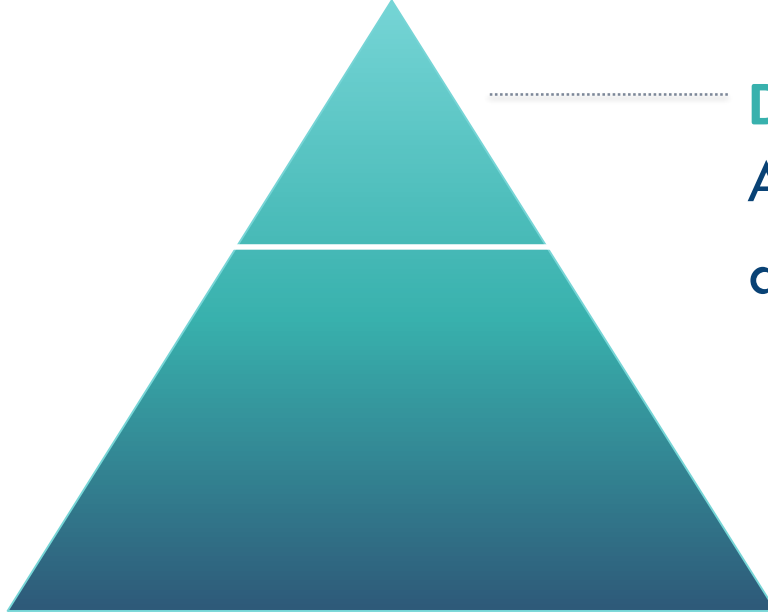
Perfecting employees circumstances drives engagement.

### DESIGN FLAW #3:

Engagement drives results.

# EMPLOYEE ENGAGEMENT IS BROKEN

## THE DESIGN FLAW: THREE FAULTY ASSUMPTIONS



### DESIGN FLAW #1:

All employee responses  
are equally credible.

# DESIGN FLAW #1

---

All employee responses are  
equally credible.

Is all employee feedback  
equally credible?

**NO**



## DESIGN FLAW #1

Whose feedback do you trust more?

**DEBBIE THE  
DRIVER**

EMPLOYEE SPECTRUM

**VICKIE THE  
VICTIM**



# EMPLOYEE ENGAGEMENT IS BROKEN

We differentiate between employees all the time.

PAY

HIRING

DEVELOPMENT

HIPO  
PROGRAMS

BONUS

WELLNESS

TRAINING

PROMOTIONS

Why not engagement?

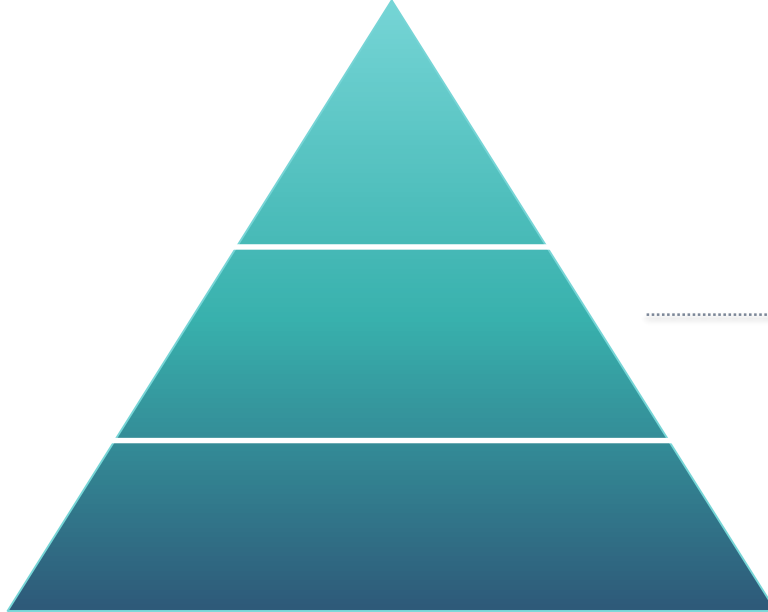
## EMPLOYEE ENGAGEMENT IS BROKEN

**All employee  
feedback is  
NOT equally  
credible.**

**Treating their  
opinions as equal  
is IRRATIONAL.**

# EMPLOYEE ENGAGEMENT IS BROKEN

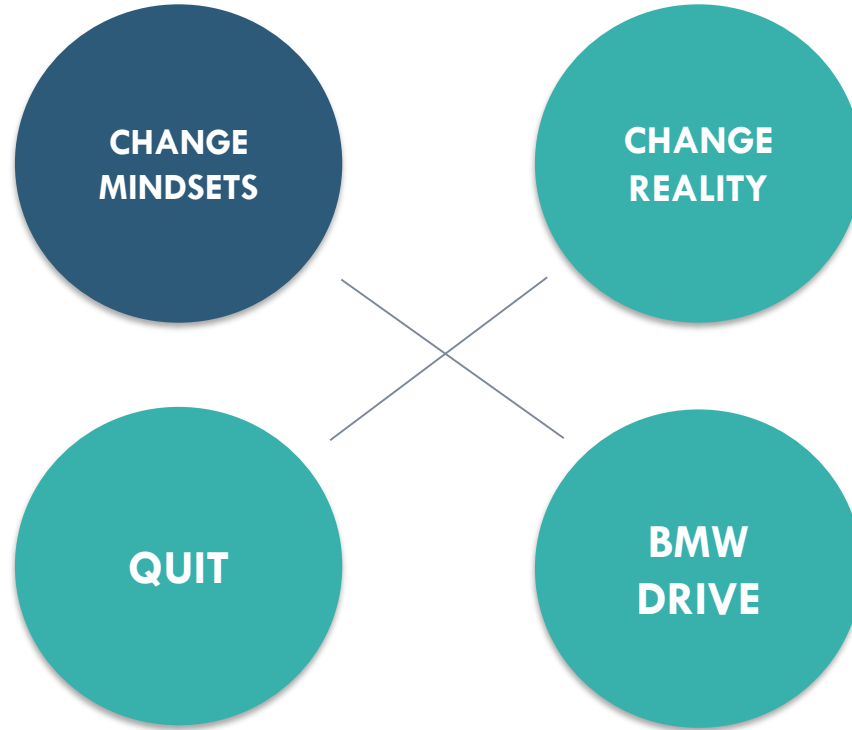
## THE DESIGN FLAW: THREE FAULTY ASSUMPTIONS



### DESIGN FLAW #2:

Perfecting employees circumstances will drive engagement.

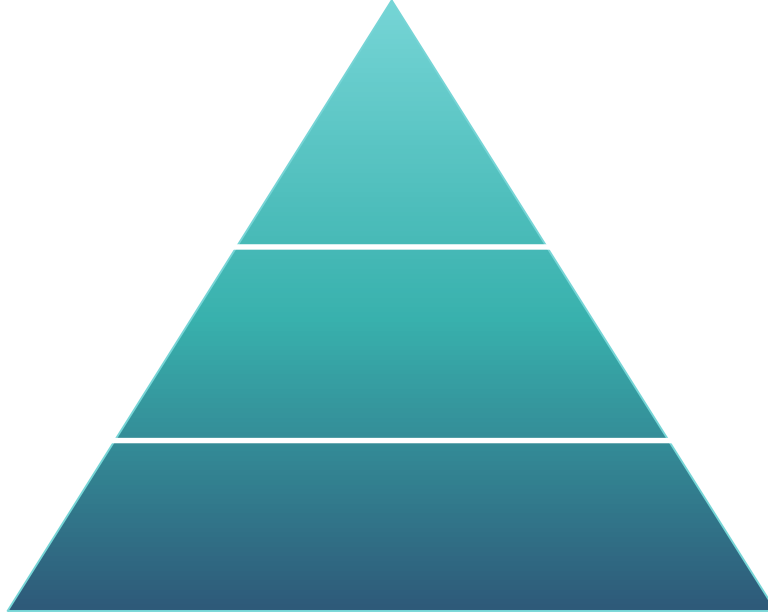
# EMPLOYEE ENGAGEMENT IS BROKEN



Perfecting employee  
circumstances drives  
**ENTITLEMENT,**  
not engagement.

# EMPLOYEE ENGAGEMENT IS BROKEN

## THE DESIGN FLAW: THREE FAULTY ASSUMPTIONS

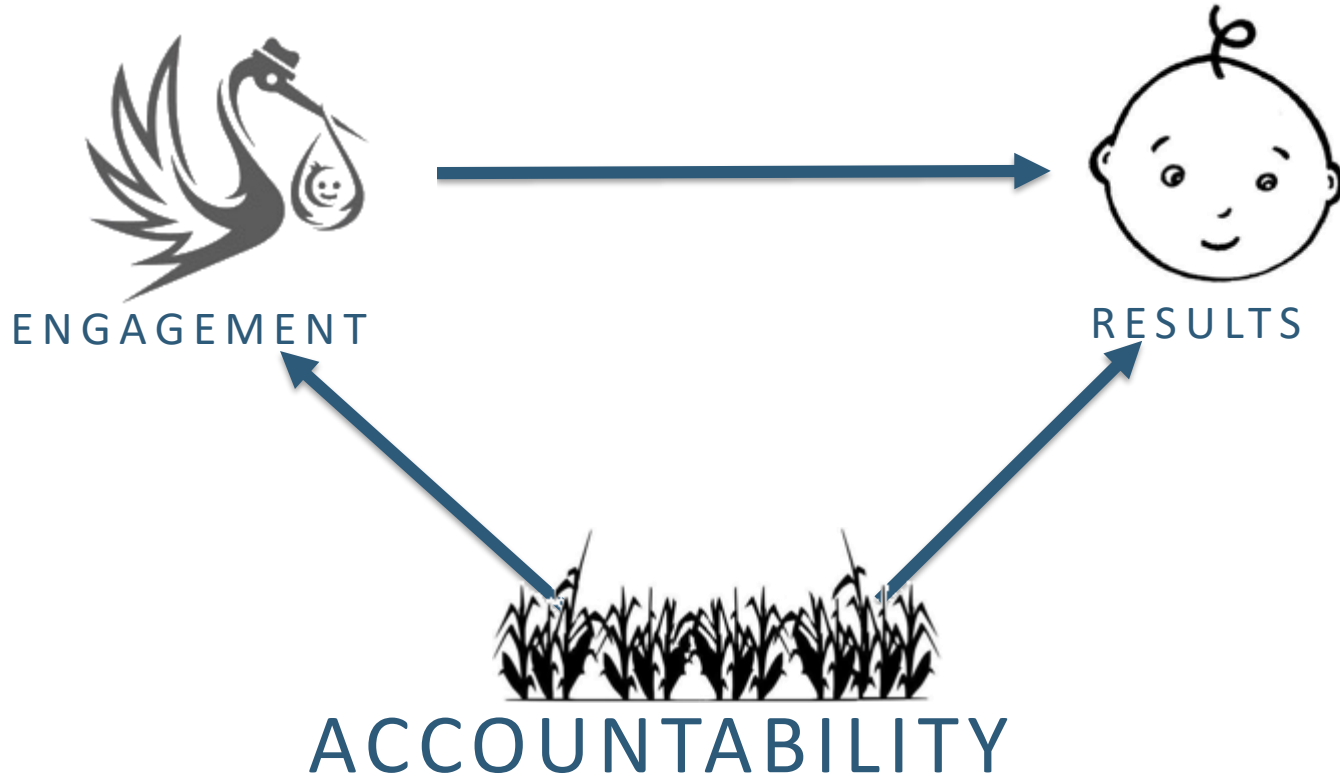


### DESIGN FLAW #3:

Engagement drives results.



# EMPLOYEE ENGAGEMENT IS BROKEN



Engagement doesn't  
drive results.

**PERSONAL ACCOUNTABILITY** drives  
both engagement AND results.

IF...

---

**Treating all employee responses the same is irrational.**

**AND**

**Perfecting circumstances creates entitlement.**

**AND**

**Personal accountability is the true driver of  
performance.**

THEN...

---

**It's time for a different approach  
to engagement.**

# FIXING ENGAGEMENT

1. Stop surveying the victims.

2. Fix the right stuff.

3. Action plan differently.

4. Work with the willing.

5. Engage or leave.

# FIXING ENGAGEMENT

1. Stop surveying the victims.

2. Fix the right stuff.

3. Action plan differently.

4. Work with the willing.

5. Engage or leave.

# FIXING ENGAGEMENT

1. Stop surveying the victims.

2. Fix the right stuff.

3. Action plan differently.

4. Work with the willing.

5. Engage or leave.



# EGO BYPASS TOOL



## With the team:

1. Identify what the team would like to improve in their workplace (sheet 1).
2. Have the team identify those things that they are willing to do to make those changes happen (sheet 2).
3. Have the team identify what others can do to support the team in making it happen (sheet 3).
4. Set goals and develop action plans.

# FIXING ENGAGEMENT

1. Stop surveying the victims.



2. Fix the right stuff.



3. Action plan differently.



4. Work with the willing.



5. Engage or leave.

# FIXING ENGAGEMENT

1. Stop surveying the victims.

2. Fix the right stuff.

3. Action plan differently.

4. Work with the willing.

5. Engage or leave.

# FIXING ENGAGEMENT

1. Stop surveying the victims.

2. Fix the right stuff.

3. Action plan differently.

4. Work with the willing.

5. Engage or leave.

# WANT MORE?

Invite PEACE  
into your life.

Text  
"REALITY" to 96000  
to join our network.

LISTEN to Cy's  
No Ego podcast



CONNECT with us on  
social

@KelliR\_Thompson



@CyWakeman



/CyWakeman



@CyWakeman



/CyWakeman