

# Accountability

Ownership and being proactive

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# Why talk about this?

*It relates to our continued journey*

- Continued ID transformation
- Shared services with accountability and self-governance

# What is accountability?

*All employees are responsible for their actions, behaviors, performance and decisions.*

- Ownership
- Initiative
- Follow through
- Dependencies
- *Not* passing the buck –taking responsibility
- Proactive communication

**Accountability** in the workplace is linked to an increase in commitment to work and employee morale.

# Avoid these pitfalls

*Examples of things that can damage accountability*

- Being late and unprepared for meetings
  - Why? Impacts people on time, delays work
  - Potential fix: Set a reminder and prepare
- Missing deadlines
  - Why? Impacts those who rely on the work for their next steps, and can impact the business
  - Potential fix: Determine why you unable to meet deadlines and modify the behaviors.
- Lack of participation
  - Why? Team doesn't benefit from your ideas.
  - Potential fix: Training courses in public speaking or assertiveness.
- The “it's not my problem” mindset
  - Why? No one assumes responsibility.
  - Potential fix: Assume tasks that aren't normally “yours.” You grow and work is distributed.



# Immediate Payments

*Case study in accountability*

- David – Set up ID agreements
- Matt – Optimized production processes
- Tara –
  - Same day release 6-8 months ago on a SATURDAY!?
  - Interim IDPM

Purpose > Passion > Accountability

# Immediate Payments

## *ID agreements*

- Constant releases
- Unwilling to accept current state
- Pushback based on ID agreements
- Monday
  - Followed up
  - Recommended mitigation for ID agreement violation
- Tuesday
  - New release page
- Wednesday
  - Changes implemented
- Agreements empower us

*ID is empowered to push back.  
Use the agreements!*



# Immediate Payments

*ID agreements*

- Poll time!

*ID is empowered to push back.  
Use the agreements!*



# Immediate Payments

*Move to a common authoring and reviewing platform (Docs-as-Code)*

- Working in Word, Confluence, etc.
- 1 month until the next Core release
- Move to Docs-as-Code is non-negotiable
- Training begins April 20th
- Temporary project for me
- Worth the extra time





# Break time!

*Can you give examples of how to show accountability in these categories?*

- Communication
- Responsiveness
- Completing assignments/projects
- Other



# Immediate Payments

*Create processes to reduce chaos, increase transparency and traceability*

- Positive communication with Scrum Masters
- Weekly meetings with Release Managers
- Request Jira filters
  - Can I create the filter?
- Thinking....process?
- Current state
- Exploration will lead to process



# Immediate Payments

*Create processes to reduce chaos, increase transparency and traceability*

- Summary: process improvement for documentation. Goal: scalable process and not leave documentation until the end of a release.
  - Look at the new [Documentation](#) tab. If necessary, maybe implement processes to notify ID of documentation tasks during sprints.
  - Schedule regular meetings with each PO. Get ID engaged early and discuss documentation improvements documentation later.
  - After PO is trained on Docs-as-Code, regular doc reviews rather than at the end.
  - If necessary, define use case information in wiki for ID so that engineers understand needs
  - Most of MTS are trained. Continued sessions.
  - Benefit of completing the RN fields consistently is to automate exporting Jira.

# Immediate Payments

*Be proactive rather than reactive*

- Site help
- Developer Guide – architect
- Xporter project – get tool implemented



# Summary

*What does it look like when we do our best?*

1. Agreements
  - Hold everyone accountable (i.e., ID agreements)
2. Set clear expectations
  - Ensures everyone knows what they are supposed to do (i.e., use Docs-as-Code)
3. Communication
  - Create processes for documentation
  - Site help
4. It's everyone's job
  - Examples, Help others through the Docs-as-Code training and their issues, the work to fix the Developer Guide

# My tidbits

*Take it or leave it*

**WE CAN DO  
HARD  
THINGS**

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- Check email regularly
- Help colleagues
- Track project tasks
- Create project pages
- Set expectations
- Meeting summaries
- Status updates for critical tasks
- Meetings
- Feedback
- Time blocking
- Complete tasks immediately.
- Ask for help!
- It doesn't have to be perfect.
- Use GoJira.
- Accept responsibility, fix, and move on
- Own your work

# Q&A