



Accountability

Most managers appreciate that often what gets done is what is checked. When we are held accountable for a task, we try to do everything we can to ensure that the task is completed on time.

Achieving accountability is easy in theory, but extremely difficult in practice. However generating effective accountability will deliver a significant improvement in any organisation's performance.

Do People want Accountability?

People often say they want accountability. But being accountable to someone else sometimes makes them feel uncomfortable, because it is difficult to show what they have achieved. They often argue that what they agreed to do keeps changing, especially when other people don't do what they say they will do.

For accountability to be acceptable, people need to feel that there is a clear, consistent, fair process that:

- accommodates real world changes;
- provides them with reasonable control; and
- keeps them updated on changes that affect them.

Why is Accountability so Difficult?

Factors that often make accountability difficult are:

- **Workplace complexity** – Even with a small number of people doing a small number of tasks, it is difficult to manage the many dynamic relationships. Recording and tracking who is accountable for what is largely done by individuals, or by using inconsistent means of communications to other team members.
- **The situation and priorities change** – tasks often need to be modified to accommodate changing situations.
- **Individuals work for more than one manager** – it is very hard to know how much work an individual already has to do and their capacity to do more work, and they need to work out their own priorities for all their work.
- **Resourcing** – insufficient resources are available.
- **Individuals focus on their situation** – priorities are often based on Urgency rather than Importance. So effort is wasted on tasks that add low value.
- **Task Teams are physically separated** – many team members may not be collocated with managers, so understanding of pressures is low.
- **Mandated workplace practices** – many Government or other requirements impose responsibilities and accountabilities on tasks being completed, which may not be clearly understood.

- **People are poor at estimating future workloads** – appreciating how tasks and people interact beyond the current week is usually poor.

The Challenge

The challenge is how to create a dynamic accountability framework; so everyone knows:

- what they are accountable for,
- how their work interacts with other people, and
- how they are performing in as close to real-time as possible.

Most methods and tools have a task focus (e.g. project management) which doesn't manage individual accountabilities well, or else they focus on time management, which doesn't integrate well into the larger goals of the organization.

The *TASKey WorkNav* Method

WorkNav software provides a practical method to achieve accountability at all levels in an organisation and across many organisations. It addresses all of the reasons why accountability is difficult to achieve.

The key is that *WorkNav* automatically displays the work that each individual is accountable for. This encourages each person to focus on high value adding work.

WorkNav provides a simple dynamic means to input responsibility and accountability for each task. The software keeps tasks and ToDo's coordinated and provides real-time relevant feedback to everyone involved, and creates a history of who has done what and when.

Privacy and Security

WorkNav uses a patented method to maintain control of and the privacy and security of task information. It is simple to apply, because the person responsible for each task or their delegate controls who can see the task.

Key Benefits:

- Greater productivity through automated accountability.
- Increased ROI from improved synchronization keeping work flowing and reducing rework.
- Less stress on managers and other team members because accountability is clear.
- Saves time and effort as tracking, accountability and audit trails are integrated into the work being done.
- Better resourcing directly related to what is done.

Get Started at www.worknav.com

Try a free trial of the Premium version of *WorkNav* for 30 days. If after 30 days you choose not to subscribe you can still use the basic version for free.

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