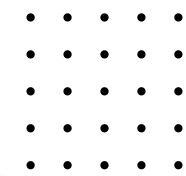


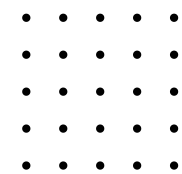
 Your Logo Here



Holding Staff Accountable

Leading with Clarity, Consistency
and Courage

Presented By:
Julie Soltes



Accountability

The Accountability Mindset

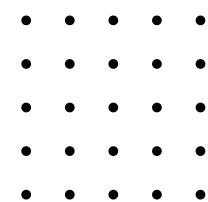
- ✓ Leadership , not enforcement
- ✓ Builds trust
- ✓ Your team takes their cues from you
- ✓ Applies to you too
- ✓ Build excellence, not assigning blame



An accountability mindset means taking ownership — not just of results, but of actions and attitudes. It's about doing what you say you'll do, facing challenges head-on, and contributing to solutions instead of blame. When accountability is shared, trust grows and teams achieve more together.

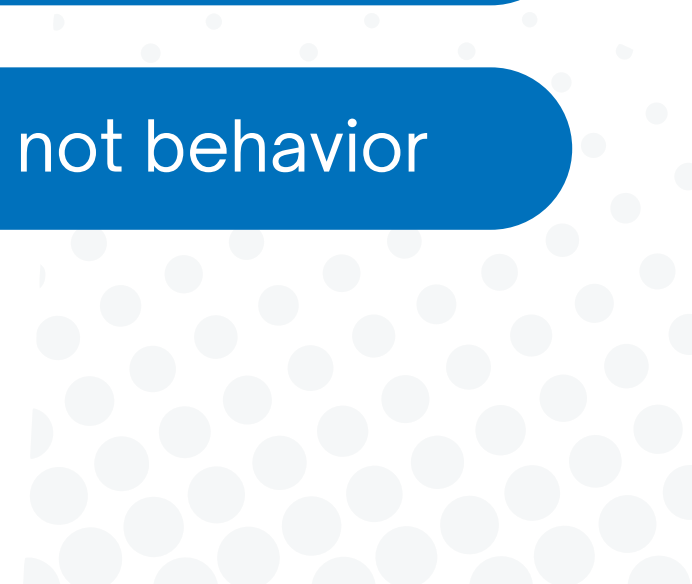


Managers often stumble by being unclear about expectations, avoiding tough talks, or failing to follow through. When issues linger and focus stays only on results instead of behavior, trust and accountability weaken. Recognizing these habits is the first step toward stronger leadership.

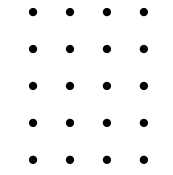


Common Manager Pitfalls

- ✓ Being unclear about expectations
- ✓ Avoiding difficult conversations
- ✓ Inconsistency in follow-through
- ✓ Letting things slide too long
- ✓ Focusing on outcomes, not behavior



The 4-Step Process



Set Clear Expectations

- Define the what, how and why
- Document standards (SOP's, Training Manuals, Deadlines)
- Ask for confirmation

Monitor and Measure

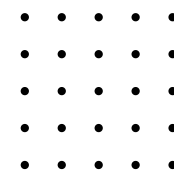
- Observe behavior and performance consistently
- Track outcomes – not just effort
- Use data, feedback and behavior-based observations

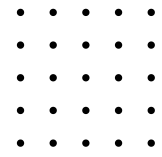
Address Issues Early & Directly

- Don't wait until the annual review
- Use a coaching tone, not an accusatory one

Follow Through with Consequences

- Document conversations
- Be consistent and fair – don't make threats
- Know when to escalate to formal corrective action

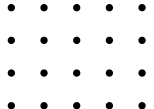




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