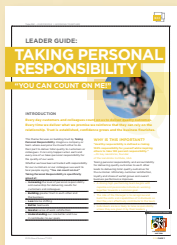


## AT A GLANCE:

# TAKING PERSONAL RESPONSIBILITY

“YOU CAN COUNT ON ME!”



Leader Guide



Worksheet

## WHAT'S THIS PACK ABOUT?

**Taking Personal Responsibility is about building our understanding of how we demonstrate to customers and colleagues that we care about their business and we are personally accountable for the quality of our work.**

**'Taking Personal Responsibility'** answers questions like:

- What do my customers and colleagues count on me to deliver?
- Where do we do this well?
- How can we consistently demonstrate personal ownership?

## WHY IS THIS IMPORTANT?

Imagine if we could trust everyone to do what they say they will do? If everyone on the team took personal responsibility for ensuring they did their job to the best of their ability - all of the time.

Taking ownership for our own actions is a key component in building trust with our customers and colleagues. The more we know we can rely on each other, the less time we spend on non value-adding tasks like following up on requests or fixing errors. The more we can say, "You can count on me" and mean it - the more we'll achieve.

## IDEAL OUTCOMES

- Less customers passed around your organisation
- Less re-work
- Less frustration because people do what they say they will do
- Build trust in each other and with customers
- Stronger working relationships
- More aligned teams.

CONVERSATION SHAPER