

Have employees set **S.M.A.R.T.** goals for themselves:

**S**pecific

**M**easurable

**A**chievable

**R**esults-oriented

**T**ime-specific

**S.M.A.R.T.** goals help employees measure their own productivity



“Accountability is the glue that bonds commitment to results”.

The Twelve Pillars of Usher Group consist of 12 intentions, spread out over a period of 12 months.

- JANUARY** **Gratitude and Reflection**  
Reflect on the year past and express gratitude and reflection for the future year ahead.
- FEBRUARY** **Love**  
Valentine's Day 14th February
- MARCH** **Happiness**  
International Day of Happiness 20th March  
International Womens Day 8th March
- APRIL** **Truth**  
International Day for the Right to the Truth 24th March
- MAY** **Creativity**  
World Creativity and Innovation Day 21st April  
Mother Day 2nd Sunday of May
- JUNE** **Awareness**  
World Environment Day 5th June  
World Ocean Day 8th June  
Global Day of Parents 1st June  
International Children's Day 1st June
- JULY** **Forgiveness**  
National Day of Forgiveness 7th July
- AUGUST** **Accountability**  
International Day of Worlds Indigenous People 9th August  
World Humanitarian Day 19th August
- SEPTEMBER** **Generosity**  
International Day of Charity 5th September
- OCTOBER** **Kindness**  
World Kindness Day 13th November
- NOVEMBER** **Compassion**  
World Compassion Day 28th November
- DECEMBER** **Family**  
Holiday Season is a time of Family

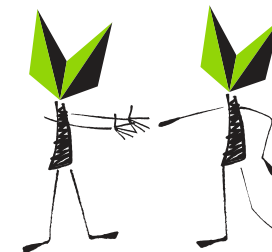


## ACCOUNTABILITY



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# ACCOUNTABILITY



Accountability is not a random or unplanned act.  
It is a calculated strategy that must be  
constantly implemented.

## WHAT IS ACCOUNTABILITY?

The responsibility of:

- > Completing assigned tasks
- > Performing required duties
- > Fulfilling organisational goals
- > Being at work, on time, and remaining for the entire shift

Accountability is:

- > Perpetual, not a one-time/sometimes thing
- > Applicable to everyone, no exceptions
- > Cannot be delegated
- > The difference between failure and success

## RESPONSIBILITY OR ACCOUNTABILITY?

**Responsibility:** Having an obligation to do something, or having control over or care for someone, as part of one's job or role.\*

**Accountability:** Required or expected to justify actions or decisions.\*

\*Definitions from Lexico.com

What is the difference?

**Accountability** is answering for actions that may not be in your control.

## WHY BE ACCOUNTABLE?

- > Produces better results
- > Creates higher productivity
- > Creates trust
- > Builds stronger/more efficient individuals or teams of people
- > Aids in the success of a task or a company
- > Creates responsible leadership
- > Creates environment of honesty

## HOW IS ACCOUNTABILITY ACHIEVED?

For Employees:

- > Take ownership of your actions
- > Find solutions.
- > Be creative.
- > Problems: fix them.
- > Hurdles: overcome them.
- > Become valuable asset to your team or company.

For Employers/managers:

- > Set up teams and individuals for success.
- > Provide everything that is needed.
- > Foster the right environment.
- > Build a culture of accountability; lead by example.
- > Hold people accountable (including yourself) don't just tell them they are.

## PRIORITISING

Employees rely on employers/managers to be consistent with company objectives and goals. Employers/managers that help employees prioritise, secure greater results.