



Personal Accountability

Build and maintain accountability with Xapa's OWN IT framework. This course covers Open Dialogue, Walking the Talk, and Nurturing Trust, turning abstract concepts into real-world behaviors through practical scenarios and interactive exercises.

Signs Adopt an Ownership Mindset

Think and act like an owner, not a renter. Owners take responsibility for outcomes, while renters focus only on tks.

Practice the O.W.N. Framework

Be Open about responsibilities and challenges. Walk and talk by following through, and Nurture trust through relationships and consistency.

Fail Forward

Mistakes happen. What matters is owning them learning from them, and showing resilience in how you respond.

Build Trust Through Consistency

Trust isn't built on grand gestures- It's earned through dependable, everyday follow-through.

Connect the Dots

Understand how your mind dual actions align with team and company goals. Personal accountability drives collective success.

Own the Red

Identify what's not working- like a blinking red light on your dashboard- and take action before it becomes a problem.

Set and Share Clear Goals

Deliver consistently. When you can't, communicate early and offer alternatives or solutions.

Take Initiative Not Just Direction

Accountable individuals go beyond their job descriptions to support problems and create solutions.

Signs of Non-Productive Conflict:

- Bringing up unrelated past issues
- Forming opposing "camps"

Top 10 Teaching Points

01

Adopt an Ownership Mindset

Think and act like an owner, not a renter. Owners take responsibility for outcomes, while renters focus only on tasks.

02

Connect the Dots

Understand how your individual actions align with team and company goals. Personal accountability drives collective success.

03

Practice the O.W.N. Framework

Be Open about responsibilities and challenges, Walk the talk by following through, and Nurture trust through relationships and consistency.

04

Own the Red

Identify what's not working—like a blinking red light on your dashboard—and take action before it becomes a problem.

05

Be Results-Driven and Transparent

Deliver consistently. When you can't, communicate early and offer alternatives or solutions.

06

Fail Forward

Mistakes happen. What matters is owning them, learning from them, and showing resilience in how you respond.

07

Set and Share Clear Goals

Define what success looks like, communicate expectations, and track progress visibly.

08

Take Initiative, Not Just Direction

Accountable individuals go beyond their job descriptions to spot problems and create solutions.

09

Build Trust Through Consistency

Trust isn't built on grand gestures—it's earned through dependable, everyday follow-through.

10

Balance Accountability and Boundaries

Being accountable doesn't mean doing it all. It means being clear about what you can commit to and honoring those commitments.

Worksheet 1

OWN It: From Intention to Action

Section 1: Open Dialogue

Prompt:

1. What are 2 responsibilities you're currently accountable for?
2. Who is counting on you for these deliverables?
3. What challenges or red flags are on your "dashboard" right now?

Fill-in boxes:

1. Key responsibilities:

2. Stakeholders:

3. Challenges or blockers:

Section 2: Walk the Talk

Prompt:

1. Reflect on the last week. Did your actions align with your promises?
2. If not, what got in the way and how can you adjust moving forward?

Fill-in boxes:

1. One commitment I followed through on:

2. One I missed and why:

3. One adjustment I'll make next time:

Section 3: Nurture Trust

Prompt:

1. Think of one relationship at work. How are you currently building trust (or not)?
2. What's one thing you can do this week to strengthen it?

Fill-in boxes:

1. Relationship:

2. Trust-building action:

Worksheet 2

Quiz: Are You Owning It or Renting It?

Instructions Read each statement and choose the mindset that fits. Then, total your "Owner" vs. "Renter" answers at the end.

Quiz: Are You Owning It or Renting It?

Statement	Owner Mindset	Renter Mindset
When a deadline slips, I... _____ _____	Let others know ASAP and propose a new	Hope no one notices
If I see a problem outside my job description, I... _____ _____	Step in or offer help	Stay in my lane
I handle feedback by... _____ _____	Reflecting and adjusting my approach	Getting defensive or dismissive
I build trust by... _____ _____	Following through consistently	Being friendly, even if unreliable
When I make a mistake, I... _____ _____	Own it, fix it, and learn from it	Deflect or stay silent

Scoring

- 1. Mostly Owner: You're walking the talk!
- 2. Mixed: You're learning. Focus on consistency.
- 3. Mostly Renter: Time to step up. Accountability starts with you.

Worksheet 3

Spot the Red Before It Spreads

Instructions In pairs or small groups, each person shares one area in their work or team where they feel something might be off—a potential red light.

Group Exercise: Red Light Check-In

Each group chooses one “red light” to focus on and answers:

1. What’s causing this issue?

2. Who’s affected?

3. What actions could help address it?

4. What support or resources are needed?

Worksheet 4

Personal Accountability Builder Worksheet

Use this worksheet to explore how you show up with personal accountability and to create a plan for improvement.

Section 1: Self-Awareness Check

- Think about your recent work or team experience.
- Where have you demonstrated accountability?
- Where have you fallen short?

1. Accountable moments:

2. Missed opportunities:

Section 2: Accountability Habits

- What habits help you stay on track?
- What habits or distractions tend to derail your progress?

1. Helpful habits:

2. Derailing habits:

Section 2: Accountability Habits

- Choose one area where you want to show more accountability.
- Write a short action plan using these prompts:
 - What do I want to change?
 - What steps will I take?
 - Who can support me?
 - How will I track my progress?

1. Focus area:

2. Steps I'll take:

3. Support system:

4. Progress tracker:
