

The key to building ownership for results is shift from blaming people to fixing broken processes

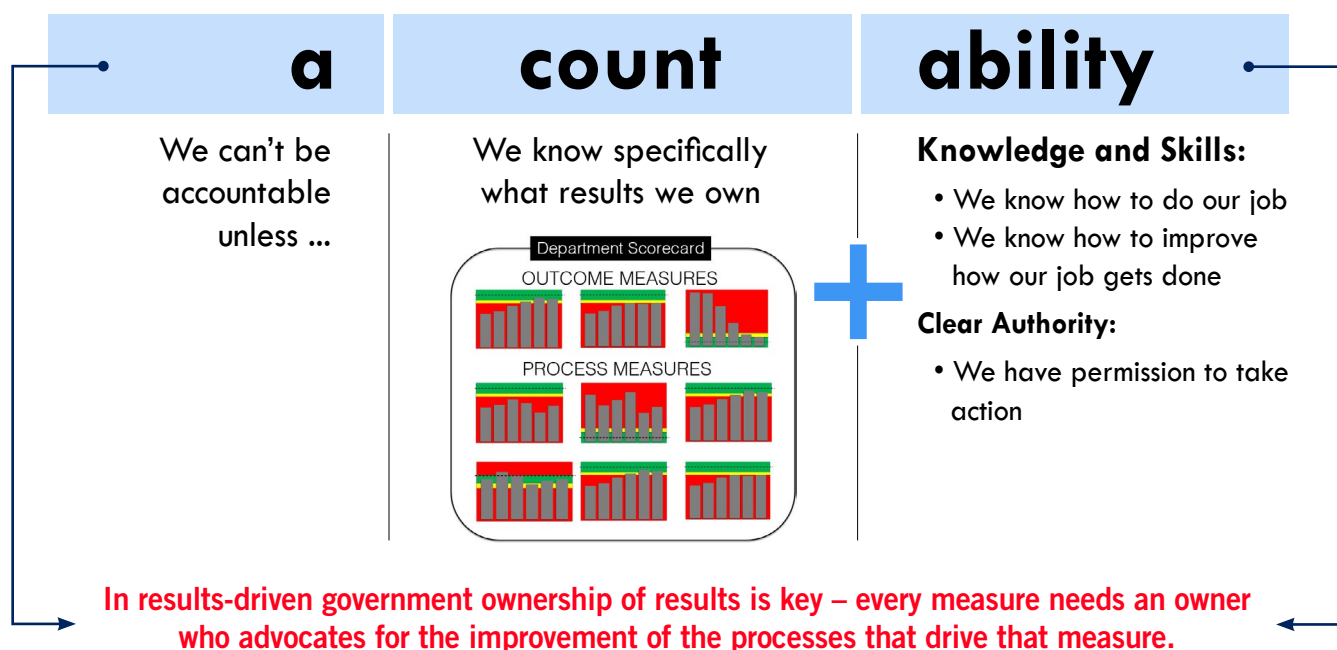
## Making Accountability Safe

### THE STORY:

In traditional work environments the word accountability is soon followed by the word blame, so it's human nature to run from accountability.

### INSIGHT:

Accountability is not about blame, it's about ownership, it's about performance data, it's about having the knowledge to make skillful improvements, and it is about having the authority to take action to improve processes.



### Results Driven Government – on the journey to Level Three Government



#### WANT TO LEARN MORE:

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From the author of *Government That Works*, the most authoritative book on state government operations

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