



Adaptive Action Conversation 12

Accountability: Deliver Unexpected Value

Glenda Eoyang, PhD

geoyang@hsdinstitute.org

Human Systems Dynamics Institute

adaptiveaction.org

hsdinstitute.org

wiki.hsdinstitute.org



Today we will . . .

- » Define accountability in a complex system
- » Distinguish among kinds of accountability
- » Invite you into an accountability audit
- » Share more resources



People are responsible for their actions, but not the fruits of their actions. Always do what you think is right, but don't worry if good does not always come from what you do.

— Christopher Pike, *Witch*

People are responsible for their actions, but not the fruits of their actions. Always do what you think is right, but don't worry if good does not always come from what you do.

— Christopher Pike, *Witch*

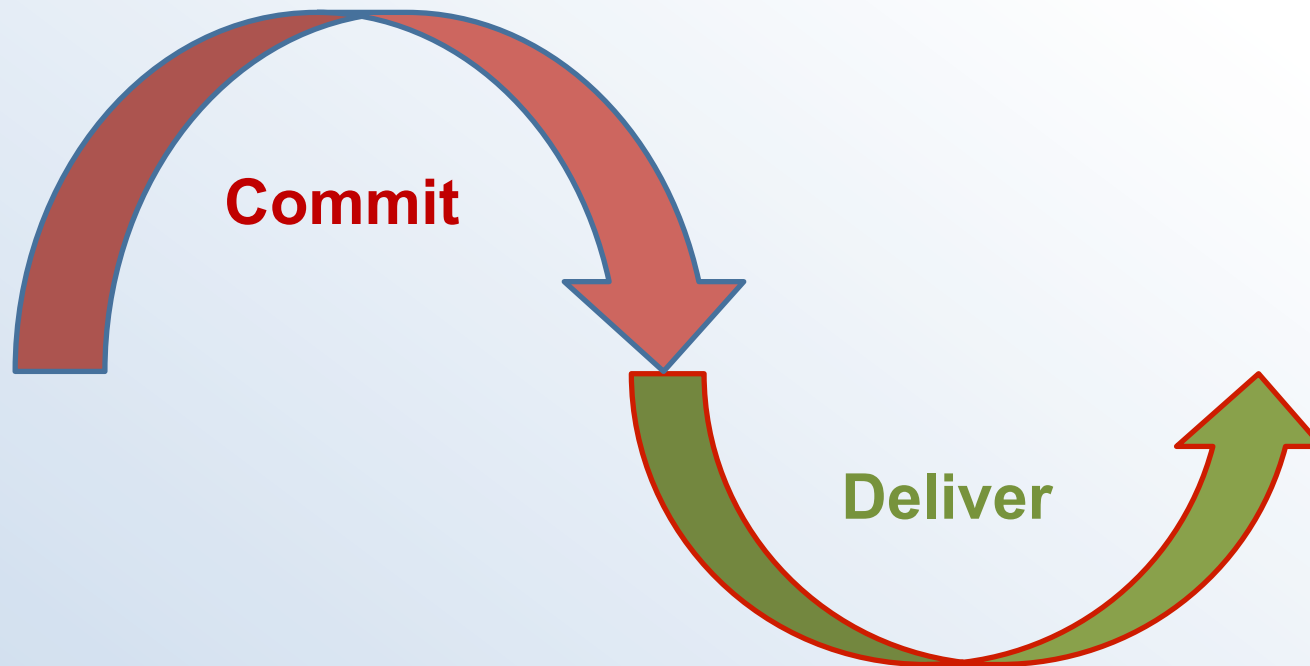


Yes, but . . .

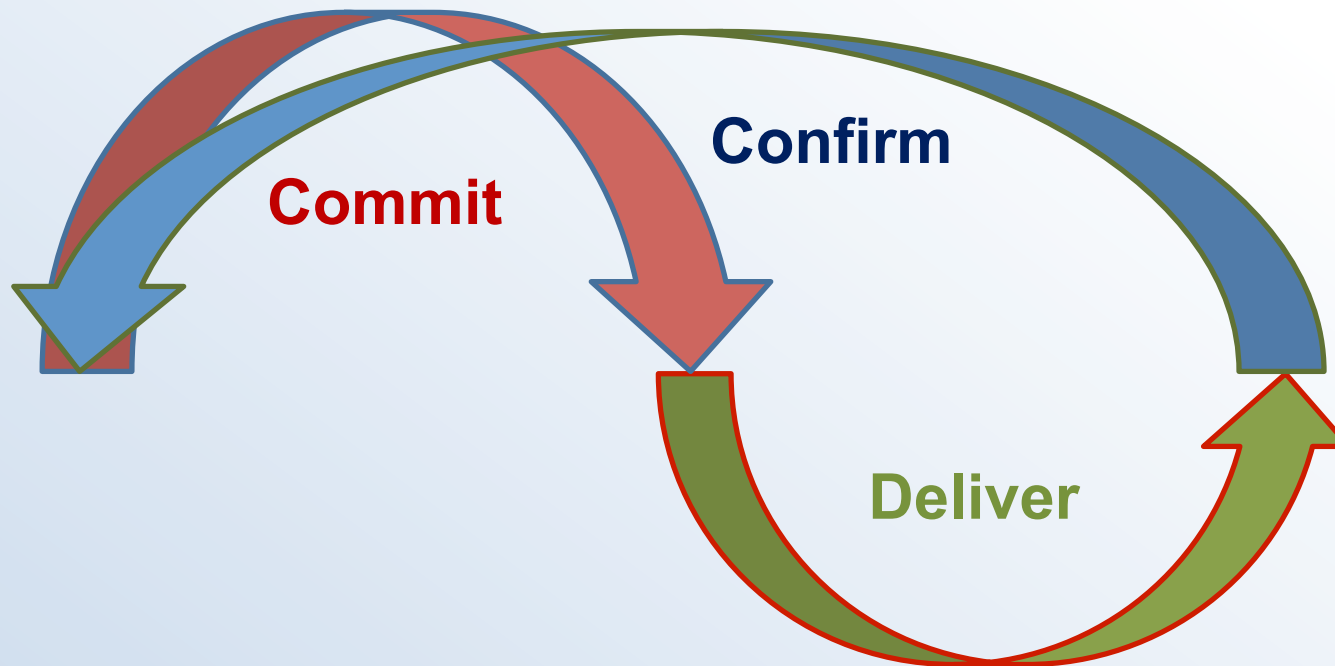
Accountability Transforming Exchange



Accountability Transforming Exchange



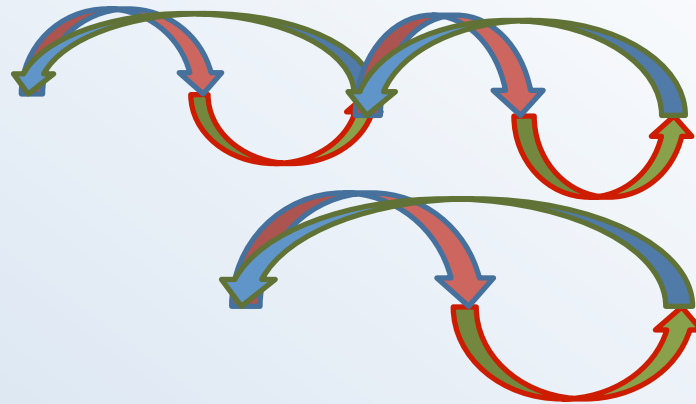
Accountability Transforming Exchange



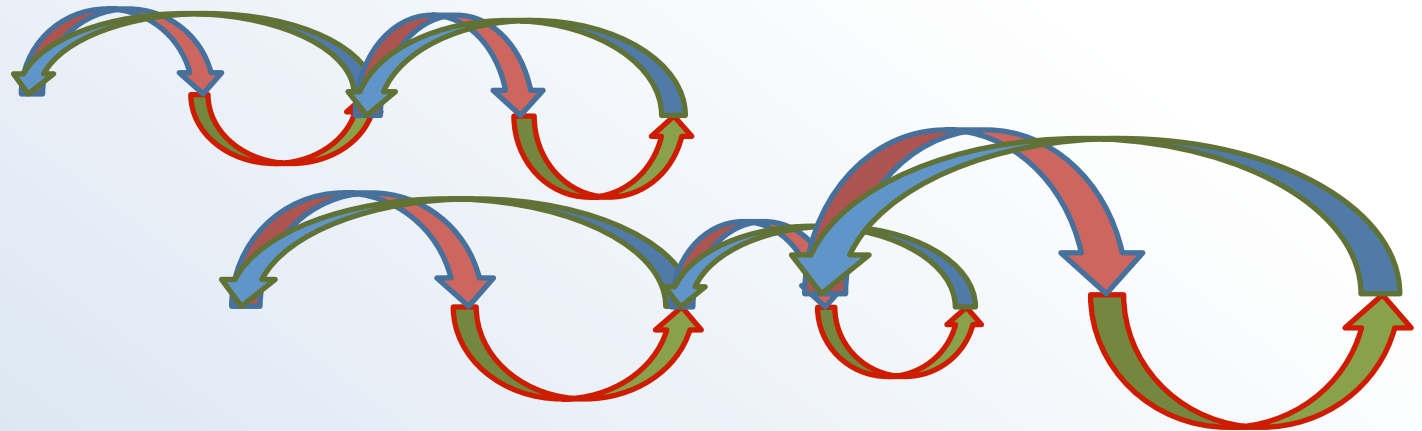
Accountability Transforming Exchange



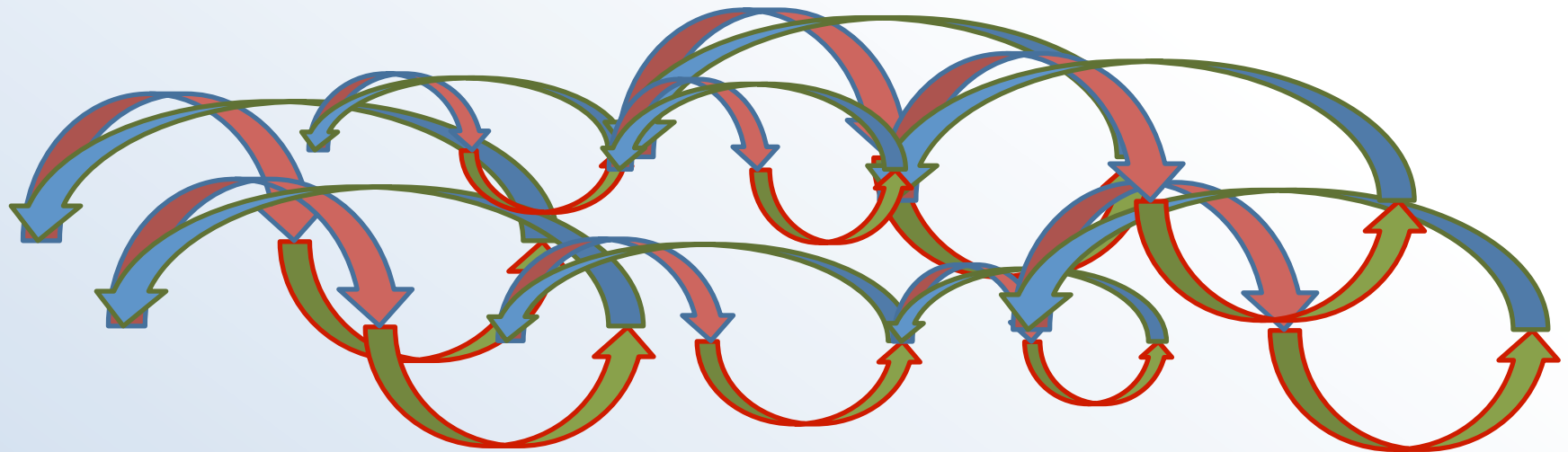
Accountability Transforming Exchange



Accountability Transforming Exchange



Accountability Transforming Exchange



Accountability



	Documented	Undocumented
Self		
Other		

Accountability



	Documented	Undocumented
Self	Values	
Other		

Accountability



	Documented	Undocumented
Self	Values	Conscience
Other		

Accountability



	Documented	Undocumented
Self	Values	Conscience
Other	Contract	

Accountability



	Documented	Undocumented
Self	Values	Conscience
Other	Contract	Promise

Your Adaptive Action

WHAT? . . .



To Whom?	For What?

Your Adaptive Action SO WHAT? . . .



- » Do you score on the accountability scale?
- » Do you notice about patterns of your accountability?
- » Are opportunities to be more accountable or to shift expectations?

Your Adaptive Action NOW WHAT? . . .



- » Do you intend to do?
- » By when?
- » How will you know if the pattern improved?



More resources

» Books

- » *Adaptive Action: Leveraging Uncertainty in Your Organization* (Eoyang & Holladay)

» Web

- » www.adaptiveaction.org
- » Wiki.hsdinstitute.org
- » www.hsdinstitute.org
- » Twitter: #hsd #adaptact @GlendaEoyang

Even More Resources

» Training

- » Webinars (free monthly)
- » HSD Professional Certification (online 2014)
- » Custom training

» Adaptive Action Laboratories

- » Focus on your own sticky issues
- » Learn HSD models and methods
- » Build adaptive capacity for individuals and groups
- » Involve large groups or small
- » Address major issues or “trivial”
- » Commit to half-day to three-day sessions



Which topic are you most excited about?



September 26 11:00 – 12:00 CDT	<i>Working Together: Setting Conditions for Collaborative Action</i>
October 10 11:00 – 12:00 CDT	<i>Accountability: Deliver Unexpected Value</i>
October 24 11:00 – 12:00 CDT	<i>Moving Forward in Complexity: Strategy for the 21st Century</i>
November 14 11:00 – 12:00 CST	<i>Resilience: Adapt, Redesign, Implement</i>
December 5 11:00 – 1:00 CST	<i>Associates and Friends Annual Virtual Open House</i>