**Accountability Matters**

**Scenario 1**

Melanie is a new supervisor in the Business Relationships Department and is eager to prove herself. She understands that safety and quality are values on the WTP Project and is committed to upholding both. Today, Melanie is called into her manager’s office. One of the employees Melanie supervises has made a significant mistake in a document that could delay or prevent a business partnership, resulting in lost funding. Melanie does not remember seeing the mistake when she checked the document.

1. **What are Melanie’s options in this situation (name at least 2)? What are the advantages and disadvantages of each option?**
2. **Which option would you choose?**
3. **How should Melanie’s manager handle her response?**

**Scenario 2**

Mike is a seasoned car salesman at his local car dealership. The recent recession has greatly impacted the automotive industry; less customers are coming into the dealership, and the ones that do aren’t always ready to purchase a new car. While several of his colleagues were able to meet their sales targets, Mike was unable to do so for the fifth quarter in a row. He is scheduled to meet with his manager to discuss his performance.

During the meeting, Mike is adamant that because of the current state of the economy there is nothing to be done about the decrease in his sales numbers and performance.

1. **How did Mike’s response show a lack of accountability (name at least 2 reasons)?**
2. **What, in this scenario, is beyond Mike’s control?**
3. **How can Mike take control of trying to improve his sales and hold himself more accountable?**

**Scenario 3**

Greg is an experienced senior manager at his workplace. Julie is new to management, but eager to do well in this leadership role. They are placed on a project together, where they have a strict deadline and a large budget. Their CEO instructs them to work together on the project, because he knows Greg’s experience and Julie’s enthusiasm will be just what the project needs.

Throughout the project, Greg tells Julie to get in touch with him if she needs help, but doesn’t provide much support or guidance, nor does he tell her anything about his progress on the project. When the deadline for the project arrives, Greg asks Julie for her work, so he can combine it with his and present it to the CEO. He finds that Julie completed some parts incorrectly, and that some parts of the project have gone uncompleted, because neither he nor Julie did them. He also realizes they have overspent their budget. Greg becomes furious with Julie and tells her the CEO may fire her for her lack of responsibility on this project.

1. **What did Julie fail to do well in this scenario (at least 2 items)?**
2. **What mistakes did Greg make in this scenario (at least 2 items)?**
3. **How can the partners use accountability to move forward and correct their errors with this project?**