



Mongolia:
Enhancing Resource
Management through
Institutional Transformation

Job Analysis Project – Clarifying Accountability Workshop

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Clarifying accountability tool

- To help teams clarify individual, team and organizational roles and responsibilities.
- To identify and clarify personal accountabilities and responsibilities
- To reduce misunderstandings between colleagues
- Collaborative team effort

Symptoms of role confusion



What is an accountability chart?

Who is RESPONSIBLE	The position or person who is doing the activity or work
Who is ACCOUNTABLE	The position or person accountable to ensure the activity happens
Who is CONSULTED	The position or person who should be consulted before a decision or action is taken
Who is INFORMED	The position or person that needs to be informed after completion of the task or decision is made

Creating an Accountability chart

Step 1

- Identify the activities or tasks you are examining and list them on the left-hand side of the chart

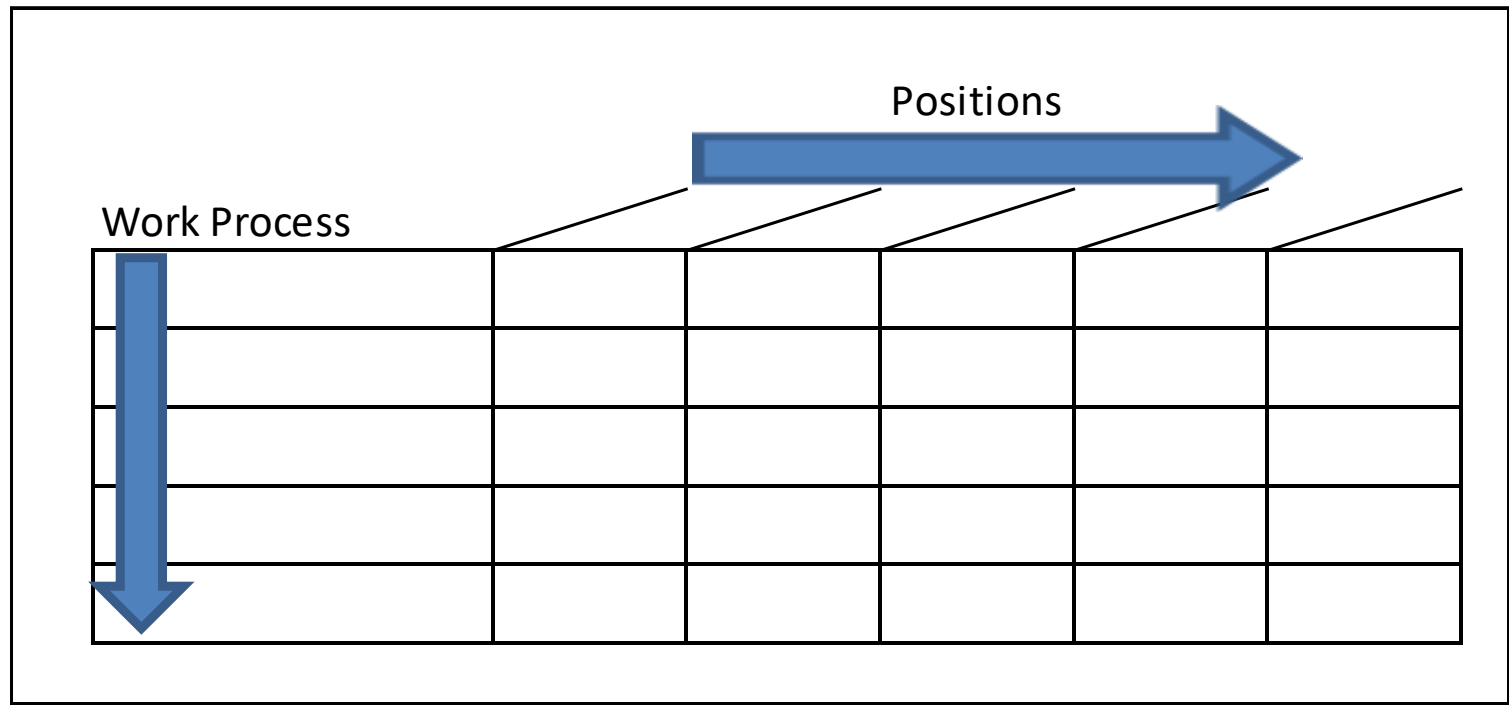
Step 2

- Identify all of the positions involved and list them along the top of the chart

Step 3

- Complete each square identifying who has the responsibility, accountability, who will be consulted and who will be informed

Accountability chart



Simple rules

- Every action or task must have someone accountable and responsible for it. Some tasks may not need to have someone consulted or informed.
- No task or action can have more than one person/position accountable for it. Resolve any conflicts where there is more than one for a task.
- There may be more than one person responsible (doing the work).

A simple example

Making Dinner

- Decide on the activities – write them on the left side
- Decide on who is involved – write them across the top
- Complete the squares for
 - *Who is accountable*
 - *Who is responsible*
 - *Who is consulted*
 - *Who is informed*

Possible answer

	Dad	Mom	Son	Daughter
Choose recipe	C	A/R	C	C
Grocery shop	R			
Preheat oven		R		
Prepare ingredients		A	R	
Do the dishes		A	R	



There is no “correct” answer – only what you as a team agree to

Additional tips

- Describing each activity or task – use an action verb such as:
 - Evaluate, record, monitor, collect, develop, publish, authorise, schedule, determine, prepare, approve, inspect, report, decide, write, operate, update, conduct, train, review, plan
- The positions involved may not be in your department – this is then an opportunity for you to have a discussion with them to confirm there is agreement on their role
- The number of people to be consulted (C) and informed (I) should be kept to a minimum
- 100% accuracy is not always required, the biggest value in this exercise is having the open discussion

Summary - Benefits

- Improved team communication and coordination
- Improved team efficiencies and effectiveness
- Identified problems with existing process
- Clarified individual and division roles and accountabilities