



Notes Template for Moderators - 2018 Business Round Tables

Committing to Continuous Improvement

Nashville, Tennessee; Friday, November 2, 2018, 3:20 to 4:45 PM

Table No. (1 to 13): __5__ Topic: Continuation of pre-conference workshop: Positively Implementing a Culture of Accountability

Moderators: June Jewell, Paul Schmeisl

Number of participants at 1st session: 6 Number of participants at 2nd session: n/a (no 2nd session)

Insert an abstract of the topic here.

How to evaluate your firm's current performance management processes and develop a new strategy and specific practices that will motivate your best employees to excel. We will look at developing a performance management structure, how to determine specific metrics by role, designing incentive and reward systems, and addressing the challenges with culture and communication needed to make the plan successful.

Briefly summarize the ten things from the discussion that were of most interest. This might include points discussed, concerns expressed, lessons learned, advice given, solutions offered, case histories presented, or anything else related to the topic. Expand the boxes as needed.

1	Recognition programs at some firms: "scoreboards" in public areas of the office. Gift cards as on-the-spot bonuses.
2	Accountability standards with leadership – unclear expectations lead to failures that the employee didn't know about. Make sure people know why what they did is so important and how it affects the company.
3	Lack of accountability leads to disengagement. No feedback and poor performers bring down the top performers; without it your team might think "everyone is the same".
4	There should be a regular rhythm to feedback; accountability can't be once per year.