



The OSUAP Connection

Issue #41

April 30, 2019

*Know an Admin
who is new to
The Ohio State University?
Please forward this
Newsletter to her or him!*

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OSUAP Goals

- ◆ Encourage professional development
- ◆ Develop leadership skills
- ◆ Network with peers

Special Notes:

- Make sure to register for our OSUAP Conference!
- Campus Campaign runs through April 30 [Details](#)
- ASFW 15th Annual Ballam Women's Symposium "Women Leading Women" - Wednesday, May 8 ([Details and to Register](#))
- Welcome to Spring, finally!



9 Accountability Questions to Ask Your Team *by Jo Miller*

Be honest...what's your initial reaction when a team member slips up on a critical commitment or misses a deadline?

Perhaps after muttering a few choice phrases, you take a deep breath, and issue a stern reminder. Or maybe your style tends more toward sending an explanatory email, having a mini pep talk, or writing a Post-it Note reminder to deal with it later. Yet, there's a more thoughtful, proactive, empowering, and collaborative way to handle things.

The catch is, you can't wait until someone messes up, blows a deadline or shows a lack of accountability. Instead, ask questions ahead of time to set goals, manage expectations, and implement accountability measures.

Micromanagers Tell. Leaders Ask.

By asking better questions, earlier, you can really accomplish a lot. For example, it's possible to rally everyone around a common goal, have them create a plan, take ownership, and even envision the appropriate actions to take should things go south.

As a mentor once pointed out, if you involve people in the goal-setting and planning processes, you don't need to persuade them of the benefits or "sell" them to gain their buy-in. When faced with an employee who falls short of the goal line, it's easy to resort to friendly reminders. But statements—even positive ones—have a way of diminishing a team's creativity and self-reliance, whereas asking a thoughtfully chosen question can ignite a conversation and encourage people to think, learn, problem-solve, act, or create.

As leadership coach and author Margaret Wheatley notes, "Good questions energize people."

In my workshop, "Taking the Lead," I ask participants to brainstorm questions they could ask a team to help them collaboratively set goals, and expectations, and to inspire action. Here are nine of my favorite accountability questions.

1. What is our shared goal?
2. What's our ultimate purpose behind this goal?

(Continued on page 2)

THE OSUAP EXECUTIVE COMMITTEE

Effective Sept. 1, 2018

President: Quanetta Batts
Vice-President: Gina Scarver
Secretary: Katrina Matthews
Treasurer: Heidi Hamblin
Membership Chair: Roxann Damron
Member-at-Large: Will Bryan
Immediate Past President: Tricia Hohl

Have suggestions for the Newsletter?

Want to share some good news?

Let us know!

Email: [Michelle Pennington](mailto:Michelle.Pennington@osu.edu)

Chair, Communications Work Group

Please be sure to submit suggestions by the 1st of each month to be included in the Newsletter!

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Professionals Group

<http://u.osu.edu/osuap>

Columbus, Ohio 43210



THE OHIO STATE UNIVERSITY

“Do one thing every day that scares you.”

~ Eleanor Roosevelt

Upcoming Important Dates

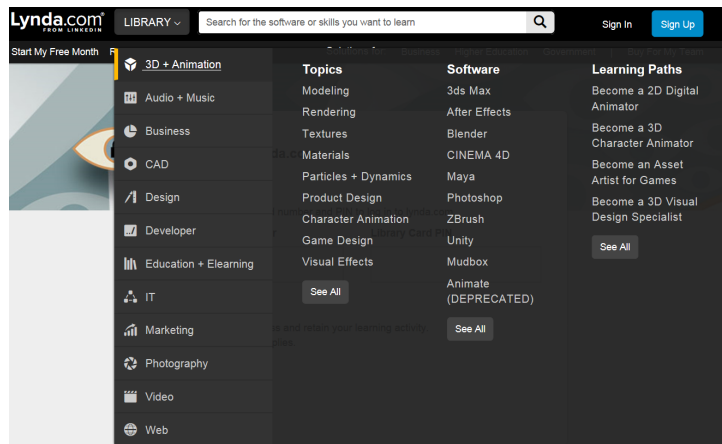
5/5	Spring Commencement
5/10	Bi-Monthly OSUAP Meeting: Enterprise Project Review 12-1 at South Campus Gateway, 1590 N. High Street, Suite
5/27	Memorial Day – Offices Closed
6/13	2019 OSUAP Conference— <i>“Leading the Way to 2020, One Relationship at a Time”</i>

The OSUAP Connection

Me, You, and a Site Named Lynda by Michelle Pennington

You want to learn, you say. They won't pay, you say. If that is the case in your world, then I would absolutely love to introduce you to my pal “Lynda”.

“Lynda” is bold, yet friendly and while definitely not shy, she is not an in your face kind of friend either. “Lynda” can take you places you never even dreamed of going. All from the chair or standing desk you are navigating from every day! It may seem hard to believe, but I promise it is all true and all you need is your library card. That's right! Your Columbus Public Library Card is all you need to access Lynda.com and learn everything from basic software and use to advanced coding and more.



In addition, you can find professional development videos for soft skills and seminars with information on leadership, project management and marketing to name a few. For more information about making “Lynda” your best pal too, click here:

<https://odee.osu.edu/online-tutorials>.

Todd Hunt with This Month's Word: Sandwich



Click image to watch the latest “Word Weenie” episode. (<https://youtu.be/0xr1olYecoU>)

Todd Hunt speaks to organizations that want to add fun to their events and send members back to work smiling, with tips to improve communication and success.

Sign up for his free “Hunt's Headlines” eLetter at ToddHuntSpeaker.com/free-eletter

(ACCOUNTABILITY Continued from page 1)

3. What does success look like?
4. How will we measure success?
5. What steps must we take to get there?
6. What are the deliverables?
7. What piece of this will you own?
8. How will we hold ourselves accountable?
9. How will we respond if things go off-course?

P.S.

Questions aren't just for leaders.

If you're in a meeting and you can't think of something smart to say, dive deeper into important issues by asking a question. If you're working in a group that could use a gentle nudge toward accountability, query them about a critical next step. Smart questions show your level of commitment to the work at hand, while pushing the team toward peak performance.



A leading authority on women's leadership, [Jo Miller](http://JoMiller.net) is a sought-after, dynamic, and engaging speaker, delivering more than 70 speaking presentations

annually to audiences of up to 1,200 women. Her expertise lies in helping women lead, climb, and thrive in their corporate careers. Jo has traveled widely in Europe, North America, Asia Pacific, and the Middle East to deliver keynotes and teach workshops for women's leadership conferences, women's professional associations, and Fortune 1000 corporate women's initiatives. Jo is founding editor of BeLeaderly.com. Learn more about her speaking engagements at www.JoMiller.net and follow [@Jo_Miller](https://twitter.com/Jo_Miller) on Twitter.