

A Responsibility Based Culture

	Authority-Driven	Responsibility-Based
Level of Trust	Trust is limited... How do you trust people who avoid responsibility, or have control over you?	Trust is the foundation... managers and employees focus on being trustworthy and building trust
Leadership Behavior	Managers use rules and procedures, performance appraisals and incentives to ensure compliance	Leaders believe in people... they partner with employees to create a great organization
Who is Responsible?	No one wants to accept responsibility... stick to the rules, and blame others for mistakes	Everyone wants to be responsible, they solve problems and they own the outcomes
Employee Behavior... (Kinds of People)	Other-Directed people do what they're told, avoid taking risks, and use no initiative... some rebel	Self-Directed people are responsible, creative, and use initiative... they take ownership of their jobs

Building Trust @ Work