

LESSON 9

The Law of COUNTABILITY

“Teammates must be able to count on each other when it counts”

- Teammates must be able to count on each other when it counts.
 - We don't work for each other; we work with each other.
 - The essence of countability- it's the ability and desire for teammates to work together toward common goal.
 - Character + Competence + Commitment + Consistency + Cohesion = Countability
- 1) **Character.** Character makes trust possible, trust makes leadership possible. Countability begins with character because it is based on trust, the foundation for all interaction with people.
 - 2) **Competence.** Ability to do the job assigned is just as important as character. Character and competence go hand in hand.
 - 3) **Commitment.** When times are tough, you want to know that you can count on your teammates. Real teamwork requires a certain amount of commitment.
 - 4) **Consistency.** Consistency increases trust. Ability to deliver good result most of the time.
 - 5) **Cohesion.** Ability to hold together, no matter how difficult the circumstances become. Either we are pulling together or we're pulling apart. Without cohesion, there isn't a team. The moment we break faith with one another, the sea engulfs us and the light goes out.

Team thoughts: The greatest compliment you can receive is being counted on.

Becoming better team member:

- The highest compliment that you can receive is to receive trust from your teammates when it really counts.
- How do your teammates feel about you?
- You may not be able to make things happen just like catalysts, but can you be depended on to do your part, whatever that is, when your teammates need you?
- Do you perform your work with excellence?
- Are you dedicated to the team's success?
- Talk to a trusted friend to find ways on how to grow in this area.

Becoming a better team leader:

- Develop pride in group membership.
- Convince your group that they are the best.
- Give recognition whenever possible.
- Encourage organization mottos, names, symbols and slogans.
- Focus on a common purpose.
- Encourage your people to participate in activities outside of work.

