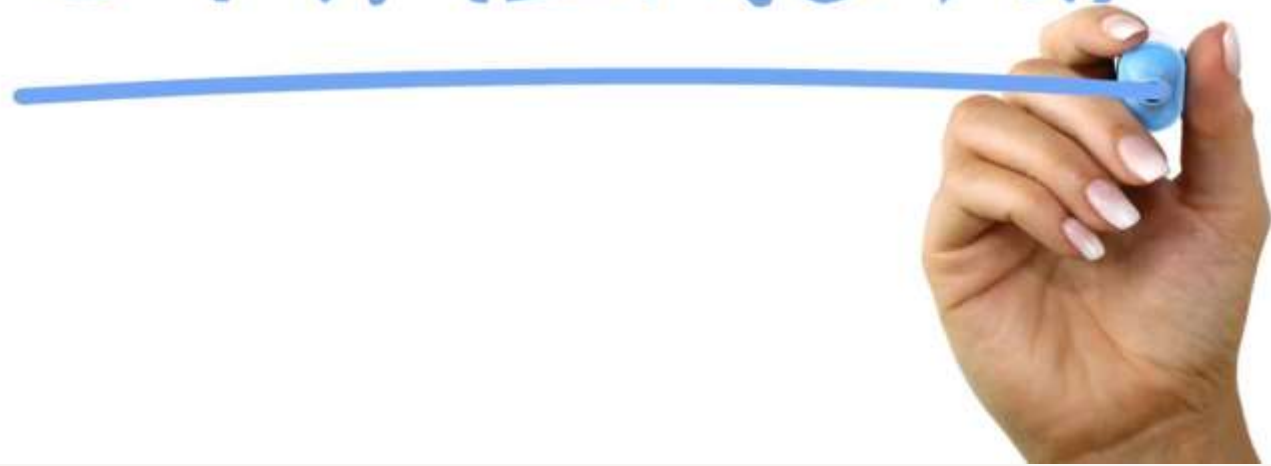


OWNERSHIP



Have you ever come across such instances?

Heard someone say



**That's not my
job**



Observed
someone do



**just enough to
make a customer
not complain**



Seen a colleague



**not respond to an
important email
after office hours**

If the answer to any of the questions is **"Yes"** then you probably have seen the difference between **accountability and ownership** in action at work.





Accountability

Doing what you are supposed to do because someone else expects it of you.

Dictionary definition:

Subject to having to report, explain or justify; being answerable, responsible.

"Accountable" = ac-count-able: able to be counted



Ownership

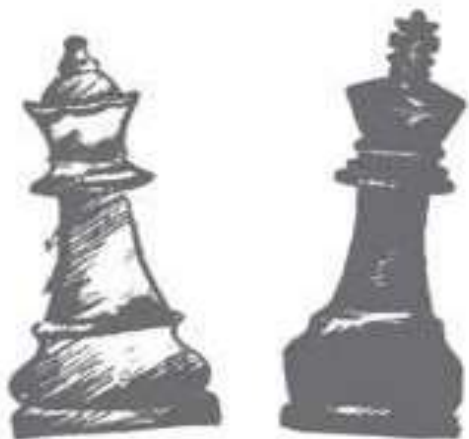
Doing what needs to be done because you expect it of yourself.

Dictionary definition:

"The state, relation, or fact of being an owner"

Ownership springs from the intrinsic motivation of pride and engagement.





As you can see there is
a **subtle difference**
between the two.

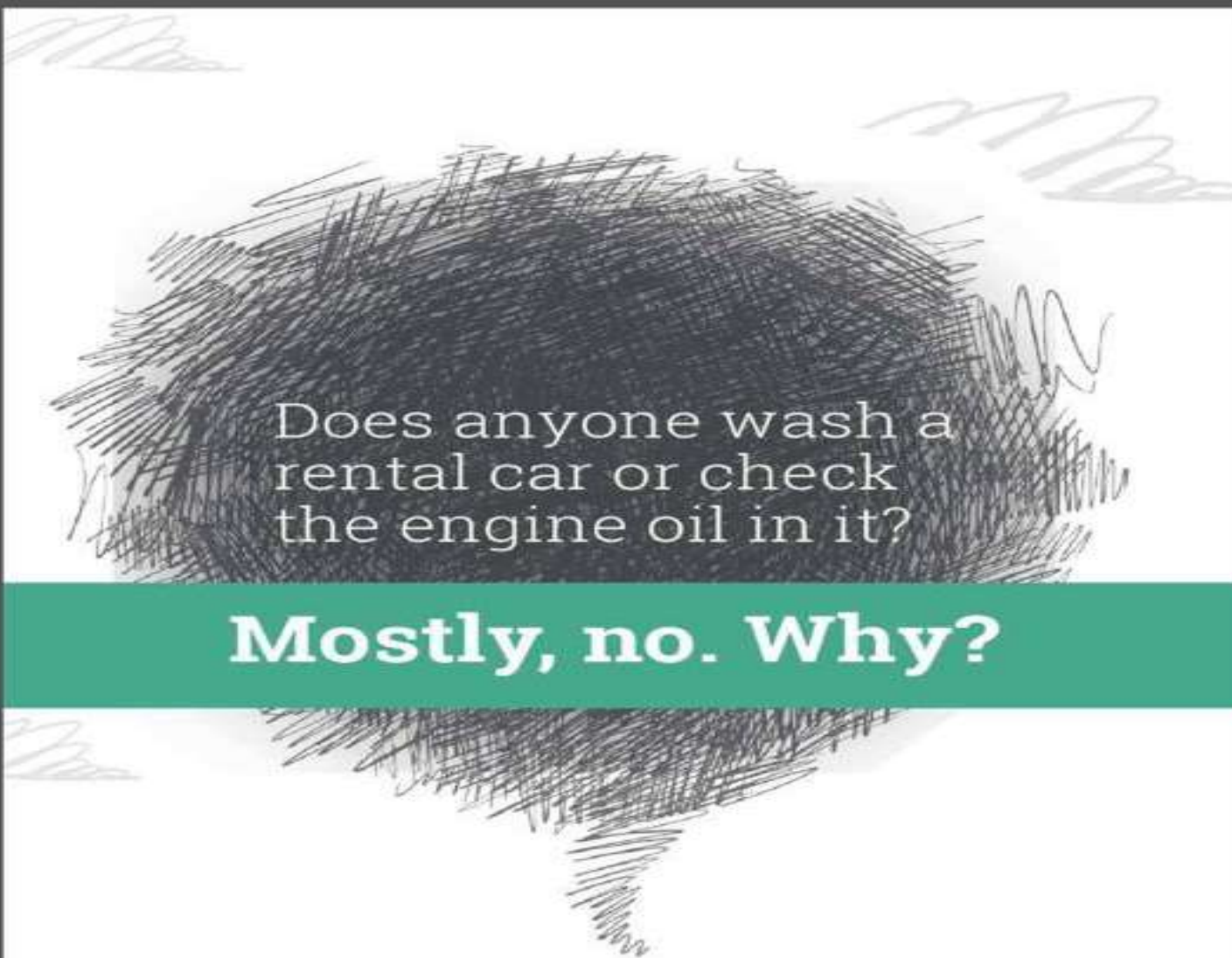
Let us understand this
with an example.

Example

Does the person in the picture own the car, or has he rented it?

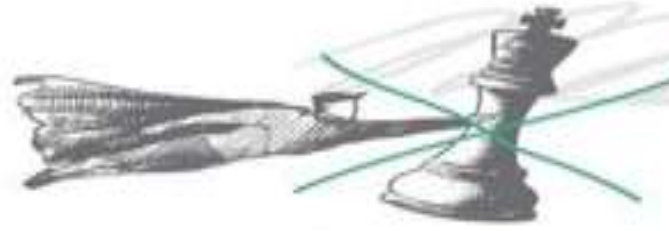


It's quite possible that he owns it.



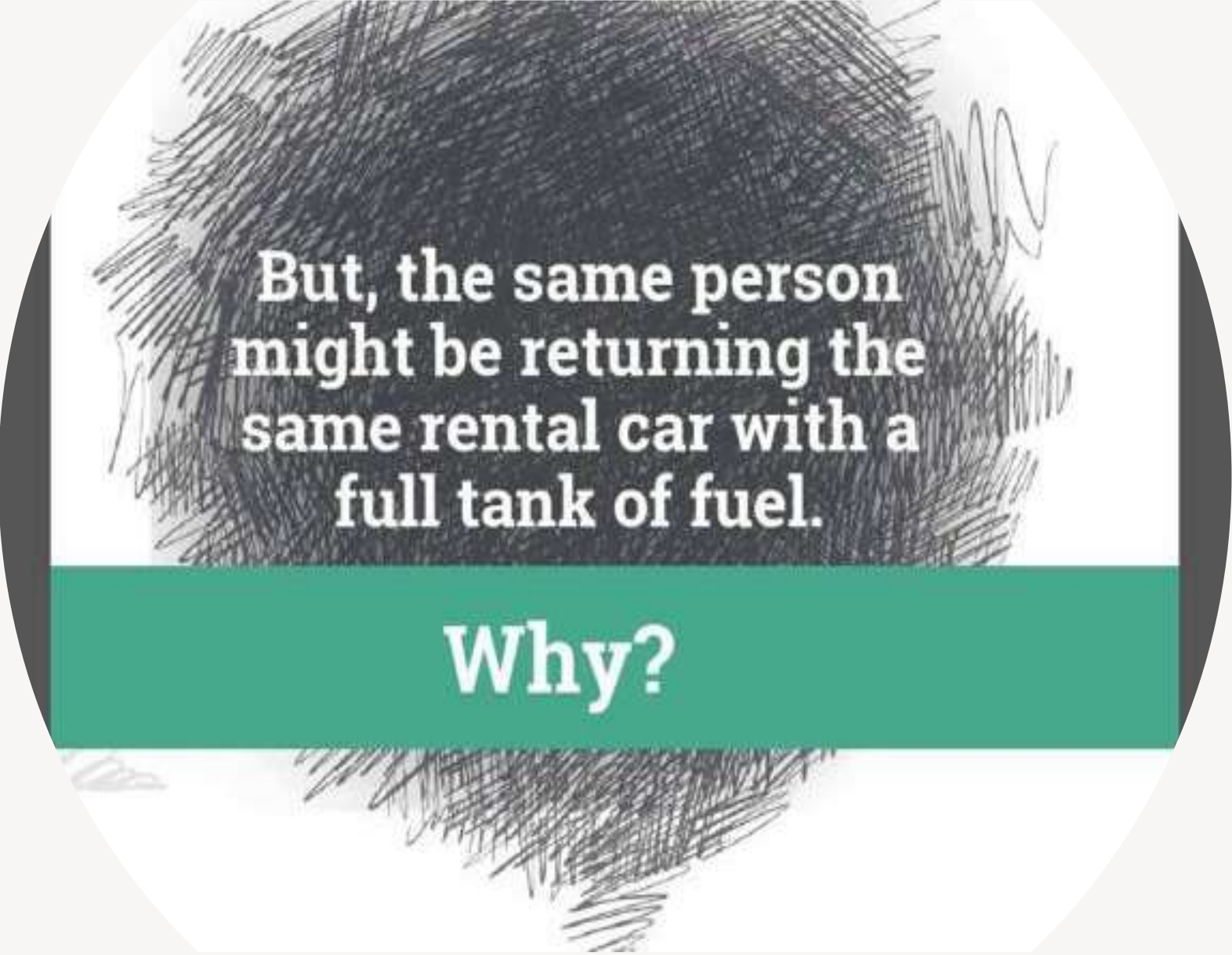
Does anyone wash a
rental car or check
the engine oil in it?

Mostly, no. Why?



Because,

there is **no pride of ownership**, which drives the person in washing it, checking the oil, and maintaining the car with utmost care and effort.

A circular graphic with a dark, textured background. A horizontal green band is positioned across the middle. The text is centered within the circle.

**But, the same person
might be returning the
same rental car with a
full tank of fuel.**

Why?

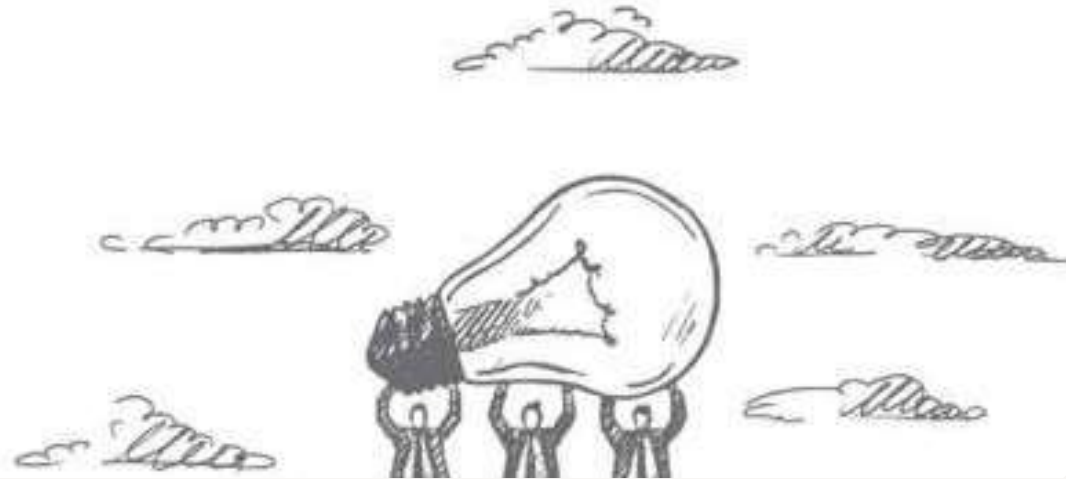


Because,

doing so is **specified in the contract** – when you rent a car with a full tank of fuel, you are accountable to return it with a full tank, so, you do.

Accountability traits	Ownership traits
Complying with the company's rules	Living by the company's values
Showing up on time	Being emotionally invested
Meeting deadlines	Working with passion
Answering customers' questions	Enabling customer success
Saying the right words	Asking the right questions

Why is the difference between accountability and ownership so important?



Consequently, when they notice something that needs to be done anywhere in the organization, they

Either do it themselves, or

Help someone else do it, or

Highlight it so that the proper person can take care of it



Set yourself
up as a role
model

2 KEY THINGS WHICH WE CAN DO TO DEMONSTRATE OWNERSHIP



Am I making
the Impact?

Taking ownership means
refusing to ignore a problem
just because **"it's not my job."**

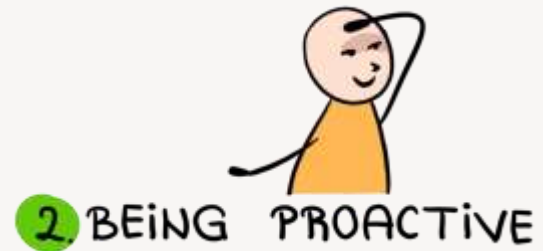
This helps to
bring about great
improvements in

customer satisfaction

employee morale

productivity

Ways to take ownership



Benefits of Taking Ownership



1. Building Relationship



2. Provides a sense of mutual trust and confidence



3. Generating ideas



4. Proactive attitude in finding and solving problems



5. Channelizes the energies towards a positive direction.



A quick summary

Accountability is expected of us from external sources;
ownership comes from within and requires one's own initiatives

When people take **ownership**, they go beyond the call of the regular duty to create a positive impact in their organization

A person wearing a white dress shirt and a red tie is holding a white rectangular sign with both hands. The sign has the text "It starts with You!" written on it. The word "You!" is in red, while the rest of the text is in black. The person's hands are visible on the left and right sides of the sign, with fingers curled around the edges. The background is plain white.

**It starts
with You!**