



HONORING COMMITMENTS

A Checklist to Assess Your Workplace Culture





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Business leaders count on their staff to do what they say they'll do. They need a reliable team for their company to operate effectively and build a great reputation. Yet employees often struggle to honor commitments because dysfunctional workplace culture gets in the way.

So how can a leader break the bad habits holding their team back?

By identifying, coaching, and practicing key behaviors that form a high-performance culture.

Is your organization promoting conduct that cultivates reliability? Use this checklist to select the behaviors you see your team members regularly demonstrate.



Being highly responsive.

Our employees get back to clients, vendors, peers and other stakeholders swiftly instead of when it's convenient. For example, if a client calls with a question, our team knows to acknowledge the call right away and commit to a date and time for a response if they can't answer the question immediately.



Providing status updates.

Our staff keeps people informed about outstanding issues. If a situation can't be resolved quickly or even if it's on track, our team members understand the importance of giving clients and coworkers updates on the timeline and status of deliverables.

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- ☐ **Having a backup plan.**
When commitments can't be met, our staff works with those affected to work out an alternative solution. For example, if a team member can't fulfill a commitment to a client due to circumstances beyond their control, they contact them immediately to devise a new approach.
- ☐ **Asking for and setting expectations.**
Our employees make sure commitments are clearly defined to avoid misunderstandings. They set expectations for others up front and ask when they're not clear about what is expected from them. For example, they end all meetings with clarity about action items, responsibilities, and due dates.
- ☐ **Taking ownership of issues.**
Our employees hold themselves accountable for commitments and don't assume others will handle them. For example, if more than one person is working on a project, each team member keeps track of its progress until it's completed.
- ☐ **Engaging in blameless problem-solving.**
Our team members are focused on solutions and don't point fingers. When a mistake is made, they work together to fix it as soon as possible, learn from the error, and develop procedures to ensure it doesn't recur.
- ☐ **Being resourceful.**
Our employees don't give up and find a way to get things done. They have a can-do attitude and take the initiative to make things happen. If they run into a problem they respond by looking for a solution rather than using it as an excuse for dropping the ball.
- ☐ **Providing exceptional customer service.**
Our staff is committed to always meeting the needs of customers and other stakeholders. They know they can't just come through for people most of the time; they need to honor every commitment to maintain their trust and loyalty.
- ☐ **Delivering results.**
Our team members don't just make an effort; they work to ensure that goals are achieved. For example, they set high goals, use measurements to track progress, and take responsibility for achieving results.

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- ☐ **Having a team-first attitude.**
Our staff members support one another, collaborate, and help their teammates succeed. For example, if a coworker is struggling with a deliverable, their teammates will rally to help them achieve it.
- ☐ **Being innovative.**
Our employees are creative problem-solvers. They aren't stuck in a "we've always done it that way" mindset. If a standard solution doesn't work, they think outside the box to find a different approach.
- ☐ **Working efficiently.**
Our staff is organized, detail-oriented, and thoughtful about priorities. For example, our team members have all the necessary tools ready before starting their work and have a game plan to meet commitments.
- ☐ **Following up on everything.**
Our employees don't make assumptions and make sure that tasks get completed. For example, they don't just assume everything went well if they don't hear back from clients or coworkers about a deliverable. They confirm all aspects of every commitment.
- ☐ **Working with a sense of urgency.**
Our staff members are productive and don't procrastinate. They gather the relevant facts, evaluate their options, and act decisively to get things done. They don't let over-analysis slow them down. They take action and react nimbly if the situation changes.
- ☐ **Being proactive.**
Our employees anticipate and address issues that might derail a commitment. For example, they envision outcomes and identify which tasks can be done in advance to allow them plenty of time to meet all obligations.

How many boxes did you check? Companies that practice all these behaviors have a distinct advantage in the marketplace. Honoring commitments is the basis of any successful business and one of the best ways to build a loyal customer base.

Book a call with a CultureWise specialist to learn how to develop and sustain a culture of reliability.