

Responsibility  
Vs  
Accountability  
Vs  
Consequence

Output = Results  
= Respect & Trust

**ChimDingo Publishing - Self Directed Work Teams**

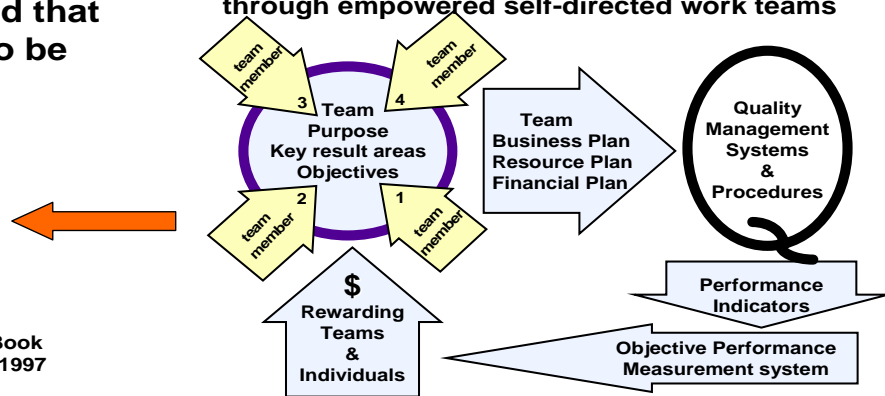
**Leaders Inspire : Managers Control<sup>1</sup>**

Operating with a Self Directed (Managed) Work Team philosophy with empowered & accountable staff delivering the outputs the department & organisation requires makes you more customer focused with more effective & timely outputs.

Follow a business plan & SLA but need that reciprocated to be successful.

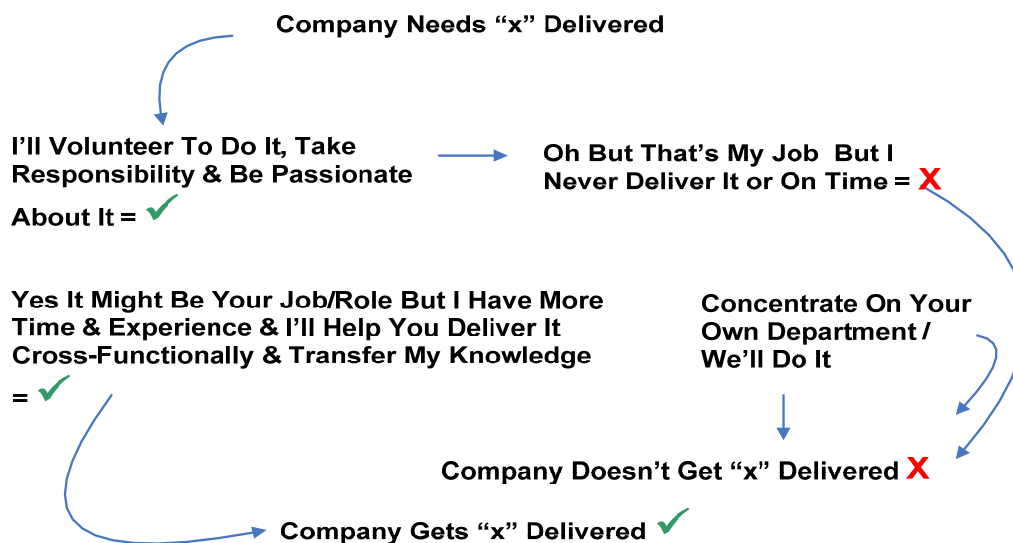
**Zero Defects  
Customer  
Satisfaction**

Adding value to Customers and Stakeholders through empowered self-directed work teams



<sup>1</sup> Leadership Pocket Book / Diagram ECNZ SGN 1997

**Doing Things Smarter Efficiently Collaboratively**



E.g. Reasons Various Outputs to Date Haven't Occurred Properly or Timely Isn't Important - A New Solution Centric Approach Required As They Could Have Been