



**THE FIVE ACCOUNTABILITIES  
FOR PERSONAL AND  
ORGANIZATIONAL GROWTH**

**SAM SILVERSTEIN, CSP**



### 3. We are accountable to manage the process.

Gene Kranz, the mission control director for Apollo 13, had a saying: “Failure is not an option.” As businesses are beset with setbacks and failures, likewise, individuals suffer setbacks and failures—but in spite of those risks, we should set lofty goals. We should have an expectation that We—and that is with a capital “W”—can solve the most intractable or seemingly impossible situations. That mindset has to become part of the culture. There’s a sense of undying optimism that I think is a characteristic of many great leaders; a sense that somehow, we will figure this out. Apollo 13 is my favorite example of inspiring leadership against near impossible circumstances.

—Jim McCool

*Process:*

Be accountable for managing the process when you hit an obstacle. It is inevitable that you will encounter adversities and setbacks when you pursue your goals. The question is, how will the adversities and setbacks affect you? Will they keep you from making creative new approaches to attain your goal?

**This exercise will help you better manage the process.**

Just as in a raft trying to navigate a rough river we can work hard to achieve our goals but many times there are events beyond our control that will effect our course and ultimate outcome. Think about your business situation or a personal issue where you are having challenges or trouble achieving your goal. What is happening? What challenges are you facing?

---

---

---

---

---

Below list the possible steps you can take in order to coneract these challenges and move forward on your goals? List everything that comes to mind. Do not try and evaluate the options.

---

---

---

---

---

---

---

---

---

Now look at your list of options and rank them as to possibility of success. List below the one or two things you should start doing right away to help change your course and move you forward on your goals.

---

---

---

---

Managing the process means that you know you will hit roadblocks but you will continue working to move forward and be creative in solving your challenges.



© 2010 Sam Silverstein Enterprises, Inc.  
[www.SamSilverstein.com](http://www.SamSilverstein.com) • 314-878-9252 • [www.NoMoreExcuses.me](http://www.NoMoreExcuses.me)