

FROM THE VAULT: Responsibility vs. Authority

In a **healthy** organization, your responsibility should **exceed** your authority.

- In a great organization **everyone** feels responsible for **everything** because they all feel like “owners” in the organization regardless of their job title.
- Having the mindset of “*That’s not my job*” creates unhealthy tension and problems in the organization.

Two mindsets that show responsibility even when not given authority:

1. Make It Better 2. Take It Personally

As a leader, you must be a part of the **back-and-forth** communication cycle within your organization.

- When someone speaks up to try to make something better, it’s important that you **don’t get defensive**.
- Without space for **open communication**, we put a lid on the potential for growth.

How a person manages the tension between responsibility and authority often determines their influence.



REMINDER: **Systems determine behaviors**—if there is a system that keeps people only in their “lane,” it will put a lid on progress.