

Why Accountable Communication Technology?

Medical Eye Center uses ACT for business reasons. We observe that teams work better when people

- are straight with themselves and others
- minimize gossip and triangulating
- keep their agreements
- focus on problem solving rather than determining who is to blame
- assume responsibility for their own effectiveness
- want to know other's experience of them at work
- reduce their defensive behaviors
- are willing to consider what their role was in any situation
- refuse to see themselves as victims

Our new employee ACT training will explore the basics of this approach, focusing first on self-awareness, which is "what is really going on with me?" and then on transparency, which is letting *others* know what is going on with me. The combination of these two comprises ***personal accountability***, which is the overall goal of ACT.

Personal accountability is increased through feedback. Feedback in an accountable environment is the lubricant to help our team develop trust and work most effectively at MEC. We will be practicing the critical "people skill" of being less defensive in our new employee training by giving and receiving extensive feedback.

ACT is the human element component of our vision for what a world class eye clinic can be. We adopted this approach in 1999.

Regard this technology as you would any other procedure or protocol you are expected to be competent in at MEC.

Here's to the extraordinary power of sight *and* insight!

Keith Casebolt, CEO