

Passion is a complicated,
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objective idea. Each individual interprets it differently, which is why it leads some to greatness and others to ruin. However, many would argue that without passion an individual simply exists, but with passion one has the potential not only to excel, but to thrive.

How does an individual discover true passion and vision? How does one find what motivates and sustains intrinsically? For every individual, the journey to real purpose is unique.

Linda Galindo, president of Versera Performance Consulting and founder of its predecessor Galindo Consulting Inc., says that her passion found her. While she isn't sure how it happened (there was no logical sequence of events), she does know that without a doubt, it is her life's mission, skill and vision to bring accountability to its rightful place in the world. Sound like a daunting task? Luckily, Galindo does not scare easily.

Connect recently spoke with Galindo about one of her personal passions — accountability.

point of view



President, Versera Performance Consulting

linda galindo

Connect: What does accountability mean in business?

Linda Galindo: People understand what accountability is perfectly when something works: "I met my deadline. I produced that with my team. I was in charge of that." When it doesn't work, they get all confused: "I wasn't the one. I did my part. They didn't tell me."

How desirable would it be to have people in your organization take the same level of ownership for something whether it worked or didn't work? How desirable would it be if I could count on my workforce and myself to view accountability as ownership for the result — good or bad — and then start to learn from it? How much time would be spent fixing the problem and learning from it as opposed to telling the story — pointing the finger? "Here's what I did. Here's what I learned. Here's how I will do it differently next time." How I show you I am responsible is that I answer for what I do — good or bad.

Connect: What problems do you face in getting individuals and businesses to reconfigure their understanding of accountability?

LG: People think of accountability as punitive and scary. If I think accountability means blame and fault, and then people come in and say, "We're going to have a work environment in which accountability is very important,"

By Jill O'Farrell

— that sounds stern and awful. Whereas, it should be something people can't wait to go to work and practice. So a lot of the work is redefining how people experience accountability, so that they don't want to live without it.

Also, people equate control with accountability — so because I can't control things, events in my life, I am not accountable. If those two are connected, we have to help them disconnect the two. Whether you can control it or not, let's talk about all the places you still have the personal power of accountability. When people start to jump on this, they say this feels really freeing. Instead of blaming and finger pointing, live it and watch what happens with everybody around you. You can't argue with what it produces, the result you will get.

Connect: Why do you think so many individuals have trouble accepting accountability as a good thing?

LG: We've lost sight of accountability as an individual, as a company, as a community, as a country. It has to be reintroduced — it is absolutely not new — because it is not rewarded. What gets rewarded is important to look at. Do we reward accountability, or do we reward a good reason why something didn't work? I would suggest we reward excuses.

Visit the link at the bottom of this page for more discussion with Linda Galindo.