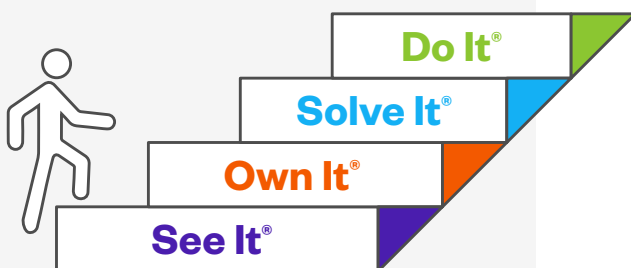


SOSD

(SEE IT, OWN IT, SOLVE IT, DO IT)

SOSD (also known as “See It, Own It, Solve It, Do It”) is a four-step process for taking personal accountability and ownership to achieve desired results in the workplace. The SOSD model is used to create a culture of accountability in the workplace, and emphasizes personal choice, ownership and proactive problem-solving over making excuses or waiting to be told what to do. These activities are also referred to as “above the line” behaviors (as opposed to “below the line” behaviors, including blaming, denying, or ignoring responsibilities).

Creating a culture of accountability starts with clearly defined results. Then each step focuses on a different part of accountability. They include:



STEP 1 See It® - Demonstrating ownership for achieving Key Results means spending more time Above The Line. Yet, in a typical organization people spend 50-70% of their time operating Below the Line. Think of the negative impact that has on an organization’s ability to achieve results.

People go Below the Line for many reasons – it’s a natural response to stress. But when they get stuck there desired results cannot be achieved. Leaders can help them get back Above the Line quickly using the SOSD model.

STEP 2 Own It® - Ownership of the situation is imperative. Resistance to change is natural, but taking accountability for the necessary changes is essential. This step involves accepting challenges and failures while staying focused on the goal. Everyone involved must be jointly accountable for the desired outcome.

STEP 3 Solve It® - Developing an action plan to address the change is next. Asking “What else can I (we) do?” breaks down silos, inspires innovation, and helps assess necessary risks. It’s about thinking differently, not just doing more.

STEP 4 Do It® - Execution is the final step. Follow-through and accountability to the team are crucial. Trust is built throughout the process, but it’s here that accountability truly solidifies. Success relies on honesty, transparency, and avoiding blame.