



Australian Government
Australian Taxation Office



OHAAT 'Own It' Information Pack

Welcome to 'Own It'

Congratulations on your commitment in 'Owning It'. You play an important part in role modelling and creating an environment where people feel safe and empowered to 'Own It'.

To "Own It" and be accountable means to be committed to succeed, and therefore to take ownership of outcomes. It means owning success as well as failures and creating a climate of safety to admit when we're wrong and learn from it. Integrity is central to this. To be accountable also means to take ownership of your own development.

Your commitment includes:

- Completing the learning activities.
- Facilitating leader lead conversations.
- Encouraging others and sharing 'Own It' messaging through your work area communications.
- Role modelling and recognising others who are demonstrating 'Own It' behaviours.

This scene setting document will equip you with knowledge, practical activities and resources that will support your 'Own It' habit setting and influencing journey.

What this guide includes:

- What is 'Own It'?
- A pool of Learning activities (individual and team based)
- Guidance for planning and facilitating leader led conversations.
- Useful optional resources

About Own It

'Own It' is about:

- Owning all aspects of your work, relationships, and wellbeing.
- Being accountable and taking ownership of outcomes – whether they are successes or learning opportunities.
- Proactively investing in your own development by taking charge of your career, being actively involved and being open to feedback.
- Looking after your wellbeing by making it a daily priority.

What 'Own It' is and is not

'Own It' is about...	'Own It is not
<ul style="list-style-type: none">• Caring and being actively involved• Being open to feedback• Looking after my wellbeing• Taking charge of my career• Stepping up to a challenge• Having the courage to admit mistakes• Accepting risks and responsibility• Looking at the big picture	<ul style="list-style-type: none">• Micromanaging• Just doing my bit• Getting defensive with feedback• Losing control of my day and priorities• Waiting for things to happen• Being fearful to give it a go

Practical strategies to embed

The following suggestions provide practical strategies to embed this habit into your work practices and routines:

- Ask someone for constructive feedback on something (select someone you aren't sure will give you the answer you hope to hear).
- Encourage someone to share their ideas who may not usually speak up.
- Turn off all distractions e.g., email notifications, instant messages, phone etc. during a dedicated block of time to concentrate on a task.
- Block out time for a walk or to sit outside in the fresh air.

Learning Activities

The OHAAT 'Own It' habit includes 8 self-directed activities that can be completed individually, with a peer or team based.

Theme	Activity (available as attachments)	Additional Resources
Owning It	<ul style="list-style-type: none"> Reflection activity – Lead without the role Reflection activity – Contribute to Tomorrow's Mural 	<ul style="list-style-type: none"> Roles and Responsibilities - team activity from Atlassian - LINK
Feedback	<ul style="list-style-type: none"> Peer Activity – Active Listening Reflection Activity – Clarity in Conversations Reflection Activity – Radical Candour 	<ul style="list-style-type: none"> Feedback is a gift video (9:27min) – LINK The psychology behind better workplace feedback – LINK
Psychological Safety	<ul style="list-style-type: none"> Reflection Activity – Conflict Continuum 	<ul style="list-style-type: none"> Why the best ideas depend on psychological safety in the workplace (4:07min) - LINK Achieving psychological safety (3:39min) – LINK Creating Psychological Safety at Work in a Knowledge Economy (3:13m)– LINK
Trust	<ul style="list-style-type: none"> Reflection Activity – Trust is Key Reflection Activity – The Trust Equation 	<ul style="list-style-type: none"> The Trust Equation explained (2:11min)- LINK Demo Trust (Atlassian Team Playbook) - LINK
Failure		<ul style="list-style-type: none"> The unexpected benefit of celebrating failure (15:32min) - LINK Strategies for Learning from Failure – LINK A bold new perspective on Performance – LINK 4Ls Retrospective (Atlassian Team Playbook) – LINK

Additional *optional* content for participants

More from Holly Ransom	<ul style="list-style-type: none"> • Manage your diary according to your energy, not time. Here's how • Coping Strategies – Mental Health • What should we do when every decision is a tough decision?
More from Vanessa Bennet	<ul style="list-style-type: none"> • Taking performance to the next level – Money & Life Magazine • Cognitive energy and productive • Zoom fatigue – why it happens and how to avoid it • High performance without burnout – Adviser Voice • Achieving high performance at your natural pace – The CEO Magazine • How I'm fitting in an extra 20+ hours a week for my Masters

Conversation planning

Planning your conversations enable you to facilitate rich discussions. The below table outlines categories to assist you in determining the biggest impact.

Who will be involved?	Why is this conversation so important to your work area?	Where will your conversation be held?	How will you ensure engagement?	What content will be included?
<ul style="list-style-type: none"> • Your team • 'Own It' participant to share learnings • A peer/colleague 	<ul style="list-style-type: none"> • Can you make links to census data, business plans or other team data? • What evidence do you have about 'Owning it' in your team? • What has been stopping your team from 'Owning it'? 	<ul style="list-style-type: none"> • On-site for face-to-face discussion • Virtually 	<ul style="list-style-type: none"> • Start with fun team building activities/icebreakers • Provide time for questions during the conversation • Use chat function • Use breakout rooms • Use polls • Provide reflection time 	<ul style="list-style-type: none"> • Create content from this guide and activities • Design your own content • Combine content from various activities

Leader led conversations

- Role-modelling 'Own It' by sharing your learnings with your team. Discuss your 'Own It' goal and what you hope to see because of implementing it. This could impact yourself, your team or business line.

Conversation Starters

Use the following prompts to start an information conversation about 'Own It'.

- Provide a recap on the participant activities and discuss your key takeaways
- Share your 'Own It' goal.
- How visibly do we own our work, relationships, and wellbeing as a team?
- Do our stakeholders think we 'Own It'? How do we know?
- If we had to choose one area (initially) to make a shift in the way we 'Own It' as a team, what would it be?
- In what way could we make a difference by getting better at 'Owning It'?
- What should 'Owning It' look like in our team?
- What have been our best examples of 'Owning It' and what was the impact on our team and our stakeholders?
- What are the additional opportunities for us to 'Own It'?
- What strategies could we use to make it easier to stick to our agreed 'Own It' habits more consistently?

Team Collaboration

- Discuss your priorities, opportunities, and challenges for 'Owning It'
- Discuss positive examples of 'Owning It'
- Discuss with your team:
 - The benefits of getting this right?
 - How you know if you are getting it right – what would this look like, sound like and feel like?
 - What support do you need?
 - How will this be monitored as a team?
- Explore your team meeting rhythm. What impact does this have to the team owning their work, relationships, and wellbeing?
 - Is it purposeful?
 - Do people have clarity?
 - Are cameras on or off? (If virtual)
 - Is it necessary?
 - Is time well managed

Team Building Activities

- Two truths and a lie. Each person writes down 3 statements that relate to an interesting story where they have either 'Owned It' or not 'Owned It' and then take turns in sharing and guessing the incorrect statement. Share your stories with each other.
- The 'Own It' bucket list. What have you overcome by 'Owning It'? What is still on your 'Own It' bucket list that you would like to achieve but have been fearful of taking on? This could be to do with work, relationships, or wellbeing—either at work or outside of work.
- Shark Tank. Run a Shark Tank session where everyone brings new ideas to the table to improve your team or team performance. The rules of Shark Tank are that everyone must actively participate, ask questions, and encourage each pitch.
- Pictionary. Draw a picture of what 'Own It' means to you. Describe your illustration to the team
- Inbox challenge. Reduce team distractions by setting an email limit target. Instant messages each other at the end of the day what your score was and see who consistently keeps under the target. Discuss strategies—what did you do differently?
- 'Own It' Taboo. Each team member picks a number from 1–10 without knowing the challenge. They must then jot down what 'Own It' means in 1 minute using the same number of words as the digit they selected. Own, owning and accountability are taboo words that cannot be used.

Team building activities – continued

- 'Own It' Scavenger hunt. As a team set a challenge to achieve a list within a timeframe:

Work	Relationships	Wellbeing
<ul style="list-style-type: none"> • Constructively challenge an idea in a meeting, but provide an alternative solution • Encourage someone to share their ideas who may not usually speak up • Spend time backwards planning a larger deliverable to its due date—chunk the task into bite sized pieces to be accomplished over time • Be on time to every meeting for a whole day/week • Ask someone for constructive feedback on something (select someone you aren't sure will give you the answer you hope to hear). 	<ul style="list-style-type: none"> • Start a conversation with someone you have never spoken to in the office or your building • Call 3 team members or stakeholders just to check in • Smile at each person you see in the office whether you know them or not • Send someone praise for demonstrating one of our cultural traits • Don't engage in any emails, phone calls or personal work during a virtual meeting. Fully engage with people for the duration of the meeting. 	<ul style="list-style-type: none"> • Set a 'deep work' block of time in your calendar to complete a priority task • Block out time for a walk or to sit outside in the fresh air • Turn a normal meeting into a 'walking' meeting—everyone goes for a walk and talks together • Turn off all distractions during a dedicated block of time to concentrate on a task—email notifications, instant messages, phone etc.