



# A toxic culture: WHO IS ACCOUNTABLE?

Fifteen women came forward with sexual harassment and verbal abuse **accusations** against former officials with the Washington Football Team. The National Football League (NFL) said the accusations are “serious, disturbing and contrary to the NFL’s values.”

The league **reportedly is considering** fining the team and taking disciplinary measures against the individuals involved, but is not expected to force the owner to sell the franchise.

Similar to the business of football, corporate America continues to experience scandals at both the leadership and employee levels—from financial fraud to sexual harassment. Building a strong corporate culture is fundamental for companies and employees to achieve business goals.

## AMERICANS SAY THERE’S BROAD ACCOUNTABILITY

Americans believe accountability for a toxic culture sits broadly with ownership, employees who acted unethically or illegally, and employees who witnessed mistreatment but did not report it.

When an organization has a lengthy, sustained toxic culture, national research from [Eagle Hill Consulting](#) finds Americans believe:



Perpetrators should be fired

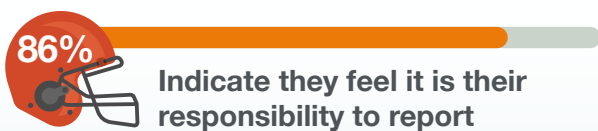


Those who witnessed the mistreatment but did not report it should be punished

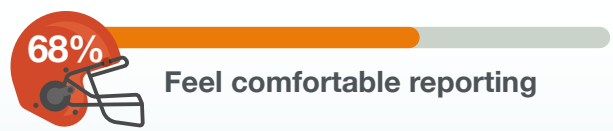


The CEO/owner should be forced out

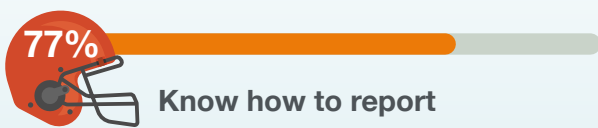
## MOST AMERICANS FEEL RESPONSIBLE AND COMFORTABLE REPORTING INCIDENTS OF SEXUAL HARASSMENT



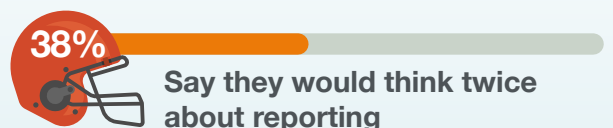
Indicate they feel it is their responsibility to report



Feel comfortable reporting



Know how to report



Say they would think twice about reporting

## THE LESSONS OF THE FOOTBALL SCANDAL FOR CORPORATE AMERICA?

A healthy culture is the bedrock of an organization. Companies must have mechanisms in place to continuously assess culture and hold leadership and employees at all levels accountable. Otherwise, a toxic culture can escalate into a public scandal that harms your reputation and financial bottom line.



**A toxic culture leads to chaos. Turning around the Washington Football Team’s culture is imperative if the goal is to return to winning games and filling seats in the stadium.”**

**Melissa Jezior,**  
Eagle Hill Consulting president and chief executive officer