

Managing Accountability

Length: 1 Day

Summary: This course teaches the skills and attitude that are necessary for creating an accountable organization. In today's business climate, it is more important than ever for team members to hold themselves accountable. Organizations depend on individuals and teams to implement actions that align with the values, competencies and strategies of the organization. These values, competencies and strategies must be demonstrated by every member on a daily basis.

While the term "accountability" is commonly heard, there is often a great deal of confusion about what this word actually means and to whom it actually applies. In this course, participants explore the true meaning of accountability and how it relates to them in their day-to-day duties. Through this discussion, participants begin to recognize the behaviors and level of power they personally demonstrate.

COURSE CONTENT

1: ACCOUNTABILITY

- Define Accountability
- The Relationship Between Accountability And Responsibility – And Blame
- Accept Inevitable Change And Conflict And Accountability's Role
- Identify Personal And External Obstacles To Being Accountable.
- Ask Personal Questions That Initiate Accountability And Take Actions Based On The Responses.

2: THE MANAGER/EMPLOYEE RELATIONSHIP

- Establishing Positive Expectations
- Creating Rapport
- Improving Listening Skills
- Common Responses and Their Risks
- Defusing Emotion Through Active Listening
- Lessening Employee Dependency

3: LEADERSHIP & MANAGEMENT SKILLS

- Setting Goals to Communicate Your Vision
- Empowering Employees Through Delegating
- Recovering and Learning from Mistakes

4: COMMUNICATION TOOLS THAT BUILD ACCOUNTABILITY

- Communicating Win-Win Messages
- Get Results
- Confronting Unacceptable Behavior