

Managing Accountability

Length: ½ 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.

COURSE CONTENT

1: ACCOUNTABILITY

- Understand 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.

2: THE MANAGER/EMPLOYEE RELATIONSHIP

- Establishing Positive Expectations
- Creating Rapport
- Defusing Emotion through Active Listening
- Communication Tools that Build Accountability