

Creating Accountability

This hands-on, one-day program is designed to create a common definition and mindset around accountability. We will also demonstrate how to foster a highly accountable culture within your team.

Learning Outcomes

- Define accountability in a consistent manner
- Recognize the importance of having employees “own” accountability
- Articulate how to balance assessing results against effort
- Create clear and compelling goals necessary for accountability
- Recognize the emotional reaction to being held accountable
- Understand and embrace being clear on the gap between actual and desired results

Program Flow

Welcome

Introduction
Learning objectives
What makes you accountable?

Accountability

Activity: Rope Continuum
Activity: Unfolding
Evaluation
Accountability defined
What would an accountable person do?

Rocks in Your Backpack

Definition
Why we take on rocks
Implications of taking others’ rocks
Scenarios

Ownership

Owners vs. Renters
Levels of initiative
Solutions, not problems
Ownership scenarios
Application

Achieved as Agreed

Apple tree analogy
Equal onus
Leader’s role
Direct report’s role

Tenacity

Terry Tenacity case study
Roadblocks, hurdles and earthquakes

Accountability and Neuroscience

Cognitive biases that lead us to overcommit
Activity: Emotional POKER
Emotional drivers that lead to overcommitting

Workshop Close

Workshop evaluation