



CREATING ACCOUNTABILITY AND ENGAGEMENT

Learning Objectives

This hands-on one day program is designed to help leaders create and drive a culture of accountability. The program can be easily customized to a specific industry and integrated with other leadership work.

By the end of this workshop participants will be able to:

- Define the manager's role in creating accountability
- Define accountability in a consistent manner
- Describe the impact of trust on the leader's effectiveness to create accountability
- Identify strategies for aligning stated values and values in action
- Identify the difference between objective and subjective integrity
- Recognize the importance of having employees "own" accountability
- Articulate how to balance assessing results against effort
- Identify the four levers of intrinsic motivation
- Create clear and compelling goals necessary for accountability
- Analyze how to treat effort, inexperience and other challenges
- Identify strategies for handling accountability conversations

PROGRAM FLOW

KEY CONTENT AREAS

Welcome

- Introduction, Learning Objectives
- Accountability Defined
- Assessment of Sam the Salesperson
- Accountability Model
- Trust as the Foundation

Ownership

- Owners vs. Renters
- Creating Ownership – The Parent Trap
- Ownership Scenarios
- Intrinsic Motivation Drivers
- Application

Clarity

- Leslie Stone Case Study
- Goal Setting – The New SMART
- Results vs. Reasons
- Unfolding Assessment

Tenacity

- Terry Tenacity Case
- Roadblocks, Hurdles and Earthquakes
- Leadership Role

Accountability Conversations

- Intellectual vs. Emotional
- Shifting the Blame
- One Brain – Three Layers
- Deep Listening

Conversation Tool

- Application

Workshop Close