



OVERVIEW

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 value of an engaged employee
- Identify strategies for building engagement
- Define accountability in a consistent manner
- 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 conversations
- Apply an accountability conversation model

PROGRAM FLOW: KEY CONTENT AREAS

Welcome

- Introduction, learning objectives
- The Case for Employee Engagement
- The Neuroscience of Engagement
- Engagement Scenarios

Accountability

- Rope Continuum
- Unfolding Evaluation
- Accountability Defined

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

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