



OVERVIEW

This hands-on four-hour program is designed to create a common understanding and mindset around accountability

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

- 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
- Recognize the emotional reaction to being held accountable
- Understand and embrace being clear on the gap between actual and desired results

PROGRAM FLOW: KEY CONTENT AREAS

Welcome

- Introduction, learning objectives
- What makes you accountable?

Accountability

- Rope Continuum
- Unfolding Evaluation
- Accountability Defined
- What Would an Accountable Person Do?

Ownership

- Owners vs. Renters
- Ownership Scenarios
- Application

As Agreed

- Equal Onus
- Leader's Role
- Direct Report's Role

Tenacity

- Terry Tenacity Case
- Roadblocks, Hurdles and Earthquakes

Accountability and Neuroscience

- Why We Overcommit
- Shifting the Blame
- One Brain – Three Layers
- Oxygen Poker

Workshop Close