



Create a Culture of Accountability

Course Description

Creating a Culture of Accountability is for Leaders, managers, and team members “on their way up” who are interested in learning how to inspire, encourage, and ask for and get accountability in others. In this workshop, you’ll gain skills necessary to drive accountability and hold others accountable in a solution-focused respectful way.

Outcomes:

- Understand the cornerstones of accountability and how to get it
- Remove ambiguity by clarifying desired outcomes and communicating performance standards clearly
- Use enlightened knowledge about incentives to drive key behaviors conducive to accountability
- Skillfully communicate to get accountability from low performers and reach desired improvement

Module 1: Understanding, Getting, and Supporting Accountability

Responsibility vs Accountability

- Four cornerstones

Supporting Accountability

- Build Shared Accountability
- Accountability Partnerships
- Accountability Meetings

Getting Accountability

- What to Hold People Accountable For?
- Clarifying Success
- SMART for Communicating Performance Expectations

Module 2: Driving Accountable Behavior and Working with Low Performers

Driving Behavior

- Myth of Incentives
- Intrinsic Motivators
- Micromanagement
- Making Mistakes Less Scary
- Building a Coaching Base

Working with Low Performers

- Holding them accountable
- SMART performance improvement conversations
- Accountability-Focused Consequence Plan