

Building a Culture of Accountability

Course Overview



Course Description

Personal accountability – from frontline employees to the CEO – is a must for any organization to be successful. However, it remains an elusive characteristic for most individuals and organizations, given the ever-increasing pressure to succeed with fewer resources.

To address this accountability challenge, this course was designed either as a stand-alone session or as a complementary course to our *Marathon Leadership*® session. It focuses the three different types of accountability: Holding Ourselves Accountable (Personal Accountability); Holding Other Individuals Accountable (Performance Management); and Holding Teams Accountable (High-Performing Teams). Highly interactive by design, it includes practical, easy-to-apply skills, tools, and techniques to help individuals hold themselves and others accountable in the workplace.

Course Objectives

Upon completion of this program, participants will be able to:

- Understand the key components and definitions of accountability, including the three broad types: Personal, Other Individuals, and Teams;

- Learn and apply tips and techniques for building your personal accountability;
- Recognize the stages and roles of performance management that will help you hold other individuals accountable;
- Understand the importance of setting SMART or CLEAR goals to guide accountability; and
- Explore best practices in holding teams accountable.

Key Topics Covered

This course explores the following in depth:

- Key Definitions: Delegation, Empowerment, Self-Empowerment, Responsibility, Authority, and Accountability
- The Three Types of Accountability
- Behavioral and Emotional Self-Accountability
- The R.A.N.™ Model of Performance Management
- SMART and CLEAR Goals
- Tools of Team Accountability: RACI Matrix, Five W's and H, OKRs

For more information – or to schedule a workshop – please contact us today.



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