



## EMPLOYEE ACCOUNTABILITY

An article in the March 11, 2010 edition of TIME magazine purported to explain “why we have entered the post-trust era.” Indeed, we seem to be in a time where people act inappropriately and then refuse to take responsibility for their actions. Who can we blame for the world economic crisis, or issues with religion, or the outcomes of our governments, or the state of the environment? More to the point, why do we spend so much time and energy looking to pin the blame on someone (usually anyone but ourselves)?

With this in mind, it's no wonder that organizations who promote accountability are more successful and more productive. In this one-day workshop, you will learn about what accountability is, how to promote it in your organization, and how to become more accountable to yourself and others.

### **This one-day course will teach participants how to:**

- ✓ Understand what accountability is and what events in history have shaped our view of it
- ✓ Identify the requirements for personal and corporate accountability
- ✓ Apply the cycle of accountability and the fundamental elements required to build an accountable organization
- ✓ Describe what individuals must do to become accountable
- ✓ Build skills required for accountability, including goal setting, giving and receiving feedback, and delegation
- ✓ Pinpoint ways to build ownership in your organization
- ✓ Isolate areas for further self-improvement

## COURSE OUTLINE

### **Defining Accountability**

To get started, participants will learn what accountability is. Then, they will explore how history has shaped the recent call for accountability in society. Finally, participants will discuss practices that encourage and discourage accountability personally and professionally.

### **Creating an Accountable Organization**

This session will explore the accountability cycle, the building blocks of accountability, and how participants can start being more accountable.

### **Setting Goals and Expectations**

In order for people to be accountable, they need to know what they are going to be accountable for! This session will explore two ways to do this: set goals with employees and communicate



expectations in a structured way. Participants will also learn ways to create ownership in their organization.

### **Doing Delegation Right**

Delegation is key for building accountability in an organization. This session will give some participants ways to delegate successfully.

### **Offering Feedback**

Next, participants will learn ways to give constructive feedback.

### **A Toolbox for Managers**

To conclude the course, participants will explore areas for further learning.

### **Workshop Wrap-Up**