

BUILDING AN ACCOUNTABLE CULTURE

AUDIENCE

FL Front-Line Leaders

LL Leaders of Leaders

FORMATS

In-Person: 4 hrs.

Virtual: 2 hrs. X
2 sessions

“We have great people, working hard, but not always on the right things. So we were looking for a way to create more alignment of priorities, projects, and even values, from the front line all the way up to the executive suite. Accountability was the key.”

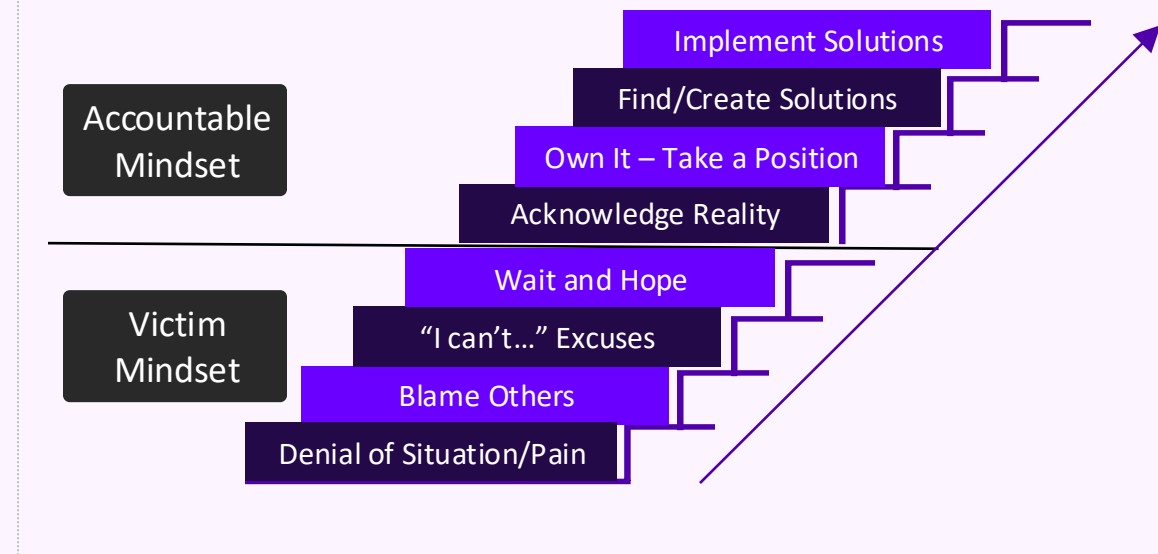
Marcus Hemmings, Director of Organizational Development

COURSE OVERVIEW

This interactive workshop gives leaders the tools to drive a culture of accountability within their teams. This includes techniques to create a culture in which employees confidently accept accountability for taking initiative, recommending solutions, and making decisions that deliver excellence in all areas of the business. This creates alignment of activities and mindset from the front line to the executive suite.

In the workshop, we explore why the victim mindset is so difficult to eliminate and so costly in personal and professional terms. The workshop uses the Ladder of Accountability, SMART goals, and the language of accountability to enable leaders to model, reinforce, and coach appropriate behaviors.

This workshop helps participants develop new communication skills and strategies to transition their team members from being merely reactive executors to proactive drivers, fully engaged and accountable for the outcomes of their work.



LADDER OF ACCOUNTABILITY

BUSINESS IMPACT

- 1 Develop greater sensitivity to the business cost of a reactive victim mindset including low productivity and wasted time/resources.
- 2 Create alignment of activities, attitudes, and priorities in a manner that employees find positive, not punitive.
- 3 Implement a strategy for deepening an ownership mentality and alignment from the front line to the executive suite.
- 4 Commit to modeling, reinforcing, and coaching behaviors that create a culture of employee engagement and accountability.
- 5 Leaders are able to objectively assess the current level of accountability throughout their organization.
- 6 Transition employees from being reactive executors to being proactive drivers with a true ownership mentality over their projects.

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TYPICAL LEARNING JOURNEY

Pework

- Leadership Address Video *
- Case Study
- Questionnaire

Series of 2 Virtual Workshops or 1/2-day Classroom Delivery

Session 1 – The Ladder of Accountability

- Case study
- Accountable vs. victim mindset
- Why the victim mindset easily takes hold
- Coaching the transition
- SMART goals
- Modeling accountable behavior

Intercession Activity**

Session 2 - The Language of Accountability

- Positive and productive language of accountability
- Asking and Telling
- Gaining commitment
- Adaptable leadership styles
- Case study

Post-Work

- Action Planning
- 30-60-90 Day Action Plan Reviews *

* Recommended custom add-ons. ** Only applicable to VILT

LEARNING OBJECTIVES

- Understand why and how a victim mindset so easily embeds into the thoughts and actions of individuals within an organization.
- Recognize the relationship between accountable and victim mindsets and their impact on the culture of accountability.
- Create a strategy for deepening an ownership mentality and alignment from the front line to the executive suite.
- Commit to modeling, reinforcing, and coaching behaviors that create a culture of employee engagement and accountability.
- Map out steps to assess the degree to which your organization has a pervasive culture of accountability.
- Develop new communication and coaching skills to transition your team members from being reactive executors to proactive drivers.

EXPERIENCED FACILITATORS



Teresa D.



Mike E.



Audrey H.



Norma G.



Sharon E.



Themum C.



Dr. James K.



Phil C.



Silvia F.

Our global team of facilitators is ready to deliver this program now. We can also train your facilitators to deliver the program internally if needed.