



# Accountability in the Workplace

Course ISI-1552    One Day    Instructor-led, Hands on

## Introduction

Accountability helps to ensure that every employee will take responsibility for their performance and behaviors, and continue to manage this responsibility. When we implement goals and communicate with one another, we can achieve powerful results. Building an accountable workplace requires strong teamwork and collaboration. Every team member must have a strong understanding of the values of the company and recognize the importance of their dedication, in order to attain success.

The Accountability in the Workplace one-day, instructor-led course will provide you with informative tools and practical strategies that can be used to help empower the team to work towards achieving the benefits of accountability. Accountable employees will fuel performance and productivity, and generate an enhanced workplace.

## At Course Completion

Upon successful completion of this course, students will be able to:

- What is accountability
- Creating an accountable workplace
- Communication, collaboration, consequences
- Building ownership
- Accountability in leadership
- The power of goal-setting
- Feedback as a tool
- Effective delegation
- Barriers to accountability

## Prerequisites

None.

## Course Outline

### Module 1: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop objectives

Contact ISInc for more information at 916.920.1700 or by visiting our website at <http://www.isinc.com>

## **Module 2: What is Accountability?**

- Defining Accountability
- Personal Accountability
- Being Held Accountable
- Accountability vs. Blame
- Understanding the Importance

## **Module 3: Creating an Accountable Workplace**

- Modeling Accountability
- Valuing Accountability
- The Front-Loading Benefits
- Teamwork
- The Accountability Cycle

## **Module 4: The C's of Accountability**

- Clarification
- Common Purpose
- Communication
- Collaboration
- Consequences

## **Module 5: Building Ownership**

- Ownership vs Accountability
- The Ownership Mentality
- Why Does it Matter
- The Weight of Micromanaging
- Sharing Your Vision

## **Module 6: Accountability in Leadership**

- What is Leadership?
- The Role of the Organization
- The Role of the Manager
- The Role of the Employee
- Strengthening Leadership Accountability

## **Module 7: The Power of Goal-Setting**

- Setting SMART Goals
- Who's Accountable
- Identifying Your "Why"
- Goal Lengths
- Remaining Loyal to Your Goals

## **Module 8: Feedback as a Tool**

- Choosing Positivity
- Considering the Time Frame
- Giving Feedback
- Receiving Feedback
- Creating an Action Plan

## **Module 9: Effective Delegation**

- What is Delegation
- How to Delegate
- When to Delegate
- Whom Should You Delegate
- Dismissing Delegation

## **Module 10: Barriers to Accountability**

- Closed Communication
- Failure to Meet Expectations
- Lack of Self-Confidence
- Lacking Alignment
- Overcoming Obstacles

## **Module 11: The Benefits of Accountability**

- Improving Performance
- Building Trust and Integrity
- Employee Engagement
- Workplace Satisfaction
- Dedication to Your Role

## **Module 12: Wrapping Up**

Words from the Wise

Review of Parking Lot

Lessons Learned

Completion of Action Plans and Evaluations