



Employee Accountability

Description: *Employee accountability is really about delegation. When you trust and support people to do what's assigned to them, workplace accountability can become much easier, although it might still take a lot of work! This class is designed for students who want to learn, in-depth, employee accountability methods and ways to teach others. The training provides everything necessary! At the end of this training, students will have learned how to be personally accountable; be able to understand the cycle of accountability; learn how to set goals, give and receive feedback without deflecting criticism; and how to delegate effectively in order to develop staff accountability.*

Session One: Course Overview

Session Two: Defining Accountability

- What is Accountability?
- The Era of Distrust
- Lessons Learned

Session Three: Creating an Accountable Organization

- The Accountability Cycle
- The Building Blocks
- Case Study
- Accountability Starts with Me!
- Pre-Assignment Review

Session Four: Setting Goals and Expectations

- Tips and Tricks
- Role Play
- Top Ten Ways to Create and Share Ownership

Session Five: Doing Delegation Right

- Understanding Delegation
- Monitoring Delegation

Session Six: Offering Feedback

- The Ingredients of Good Feedback
- Pairs Exercise

Session Seven: A Toolbox for Managers

- Identifying Learning Opportunities
- Workshop Wrap-Up

