distinctions

Accountability

Learning to Work in the 21ˢᵗ Century

The Accountability Program is designed to enable employees to take actions proactively and gain others' commitment to solutions and actions for the greater good. Since employees are required to deliver and follow through in a timely manner in a very fast paced business environment, the program is designed to help participants be free to "own" their work and results and have the ability to account for the way their intensions and actions, rather than blaming circumstances. Through an integrated approach this program provides both the process model and people skills to help employees to identify and resolve issues, generates options and opportunities, and has each other, be accountable for their promises and performance.

The program also includes a pre-course assignment to read a short book, "The Power of Personal Accountability", in preparation for the program.

Objectives

- To distinguish the principles of accountability and responsibility.
- To create the willingness and capability for individuals to be accountable for their promises, agreements, and results.
- To build the possibility of working in an environment of trust and integrity in the organization.
- To have participants develop new skills in using requests and promises that facilitate clarity of intention, provide certainty regarding the expectations and concerns to be fulfilled, and collaborating/coordinating and communication to fulfill the concerns of customers and the enterprise.
- To enable participants to proactively determine who needs to know, what needs to be done and deliver it by when results are promised.

As a result of the program, participants will learn to:

- Be proactive, take things on and be accountable to make things happen.
- Ensure actions are aligned with business objectives, organizational culture and values.
- Hold themselves and others to account, not from blame, but from an intention to maintain their integrity and the integrity of the enterprise.
- Build trust and integrity with clients, the organization and each other.
- Make use of specific practices and tools that result in more effective actions.
- Have the power and confidence to effectively communicate so others have clarity and certainty around how and when things get accomplished.

Transforming the way businesses work!™