

# **Accountability Workshop (Master Class) – Building Teams & a Culture Energised for Maximum Performance Results**



## An Individual, Team and Organisational Development Program

# Accountability Workshop – Building Teams & a Culture Energised for Maximum Performance Results

Accountability Workshop (Master Class) #102 Classroom 

In today's public and private sector organisational structures, accountability doesn't look at inputs and outputs, it looks at performance results. Accountability doesn't just happen rather it has to be established through a supportive culture on the individual, team and organisational levels through effective and determined leadership that focuses on its people's beliefs and experiences. Our workshop aims to help you embrace proactive accountability and improve your performance.

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### Introduction

- Accountability is an often used word, yet the concept of accountability is not easily understood. When people hear the word accountability, they know that it means something important, but that's about as far as it goes. Subsequently, because they don't grasp the concept of accountability, they don't know how to (and can't) achieve it.
- Often people tend to see accountability from a negative perspective and describe it as something that happens to them when things go wrong. Contrariwise research indicates that embracing accountability i.e. holding people accountable for their results has positive effects ranging from greater work quality, better execution of role tasks, more proactive problem solving, better decision making, and higher level of teamwork coupled with greater team satisfaction.
- Accountability, done effectively, is a skill anyone can acquire and hone, but it takes dedication and focus. Getting people to grasp accountability is the most important step an organization desiring sustainable performance improvements can take.

## How You Will Benefit

Participants will be introduced to a new and positive context to creating greater accountability in the organisation and will be challenged and/or be better equipped to:

1. Embrace greater ownership for achieving the key results
2. Differentiate outputs from outcomes and thereby drive performance results more efficiently
3. Develop specific action steps using accountability tools for jointly creating a culture of accountability
4. Foster accountability within teams and throughout the organization
5. Identify the payoffs and costs of holding and not holding others accountable
6. Develop effective responses to those who have a context of blame, protection, or defence
7. Mitigate barriers to workplace accountability
8. Establish and apply appropriate accountability frameworks on the job

## How it Works

Research by Partners In Leadership® shows that a lack of personal accountability for achieving organizational results is a common organizational challenge:

- 83% feel they would do things differently if it were their own company
- 63% found themselves waiting to see if a situation would resolve itself
- Almost 60% admitted that they saw a problem developing, but did nothing about it

The Accountability Workshop, 'Building Teams & a Culture Energised for Maximum Performance Results', helps participants to learn how to take greater personal accountability for achieving key organisational results in spite of difficult and challenging workplace scenarios.

The program is composed of four major areas:

- **Understanding the Accountability Concept**
- **Building an Accountability Culture for Performance**
- **Establishing an Accountability Framework**
- **Using Accountability Tools**

Throughout the **two-day** interactive workshop, employees of all levels will go through an accountability reorientation journey of a highly practical nature.

# Agenda

## Phase 1: Face-to-Face

### Understanding the Accountability Concept

- What is accountability?
- Key Aspects of Accountability
- 5 levels of Accountability

### Building an Accountability Culture for Performance

- Understanding the Accountability culture
- Fostering an accountability culture for performance
- Barriers to an accountability culture

### Establishing an Accountability Framework

- The 5 Step Framework
- Communication

### Using Accountability Tools for Performance Monitoring

- Individual tools
- Team tools
- Organisational tools

## Phase 2: Application

After the classroom experience, we help participants apply and sustain their development experience by providing:

- **One 20 minute follow-on coaching session** – typically a phone or Skype call within three months of the program but not earlier than one month after.
- **Pinpoint online resources** – ours and from other reputable sources
- **Email Q&A support** within the first three months after the program

**The result?** Employees eager to drive performance and achieve strategic business goals as they imbibe effective culture change and greater accountability at their level and beyond their level of the organisation.

### Special Features

- **Feedback.** Assessment of accountability levels provides personalized data for feedback and improvement.
- **Peer learning.** In-the-moment feedback from peers provides insight, suggestions and support.
- **An interactive hands-on format.** Tangible steps and how-to's prepare participants to take action upon returning to work.
- **Take-home tools.** Resources to support newly-enhanced skills along with Q&A support via email.
- **Personal coaching.** One-to-one post-classroom coaching call initiated by participant.

### Who Should Attend

- **Manager-Leaders, Supervisors, Project Leads, Business Owners/Entrepreneurs, etc.**
- **Focus:** Organisations that desire remarkable and sustainable performance results coupled with the elimination of the 'blame game', conflict, lack of ownership, and similar negative and debilitating factors.
- *NB: For better learning we suggest that teams attend the workshop together.*

### Quick Facts

- **Tuition:** ₦100,000.00 (discounts available for early registration & multiple bookings)
- **Duration:** **2 days**
- **Date:** June 2013
- **Class Size:** 30
- **Location:** Victoria Island, Lagos
- **Payment Mode:** Via cheque into Zenith Bank or Guaranty Trust Bank accounts (details will be given upon registration).



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# **To Register Email us today**

via [talktous@rtheconsult.com](mailto:talktous@rtheconsult.com) &  
[info@talentbureauonline.com](mailto:info@talentbureauonline.com)

**For more information on  
Registration and/or Customised In-house  
sessions of 'Accountability Workshop – Building  
Teams & a Culture Energised for Maximum  
Performance Results' and how we  
can be of assistance,  
please call us on:**

**+2348142407343, +2348142407344, +23417389586**