

# Accountability at Work

## Creating a Culture of Ownership and Responsibility

### Course Overview

#### How You Will Benefit

Picture a workplace where mistrust is the norm, employees are concerned with protecting their reputations, and teams seek to defend their “turf” and often fail to keep their promises.

A Gallup poll estimates that the cost of lost productivity from unaccountable and disengaged employees is between \$287 and \$370 billion per year.

Now, picture a workplace where trust is unquestioned, commitments are clear, personal responsibility is high, people take ownership of problems, and mistakes are treated as opportunities to improve rather than reasons to blame. These conditions are the cornerstone of a positive work environment.

#### Benefits of Accountability

A workplace with high accountability breeds:

- Increased efficiency and productivity
- More participation and involvement
- Increased feelings of competency
- Increased sense of commitment
- Higher morale and satisfaction

#### Course Objectives

Successful completion of this course will increase your ability to:

- Identify the benefits of accountability and the areas in which it is most important.
- Recognize the components for building personal accountability.
- Recognize the components for encouraging mutual accountability.
- Overcome obstacles to accountability.
- Engage in conversations that resolve broken agreements and lead to a greater commitment to expectations in the future.

#### Key Topics Covered

This course explores the following subjects in depth:

- Where to focus accountability efforts.
- The four traits and behaviors that help to establish trust.
- How to seek and act on feedback.
- How to learn from mistakes.
- Overcoming attitude and organization-based obstacles.
- The five steps to creating a culture of mutual accountability.
- Creating, and effective implementation of, accountability agreements.
- Ways to surface and resolve conflicts.
- How to have proactive and reactive conversations that help to restore trust.

#### What the Course Offers

- Interactive learning setting
- Opportunity to apply the concepts in a risk-free environment
- Thorough set of materials: Instructor Guide, Participant Guide, Classroom Slideshow Presentation, and Learning Summary

#### Registration Information

Participant name: \_\_\_\_\_

Department: \_\_\_\_\_

Position: \_\_\_\_\_

Email: \_\_\_\_\_

Phone number: \_\_\_\_\_

**Please return this form to:**