KEEPING PEOPLE ACCOUNTABLE

"When you blame others, you give up your power to change." - Robert Anthony

Behind every positive outcome in an organisation, is often a complex chain of internal people and external people. If one step fails, the whole outcome can be compromised. Apportioning blame ad nauseum doesn't fix the problem. The never-ending blame game causes more stresses, meaning more errors. *Keeping People Accountable* is a practical course that helps identify weak links in the accountability chain and tighten them. Participants work in groups of three, rotating roles as manager, report, and observer. Participants face challenges to own their role. When something goes wrong, it's not enough to point blame. Participants are reminded: it's their job to strengthen the service chain, not just point out where it broke.

Key Course Content:

- Leadership principles of accountability
- Setting expectations
- Ownership principles
- Ensure feedback flows up, not just down.
- Hold teams to deadlines
- Prioritise activities
- Develop coaching styles
- Weed out activities that add little value
- Discuss the 5 dysfunctions of teams (Lencioni)
- Empower your team to challenge (and ask), not just follow.
- Performance appraisal blunders and best practise
- Delegating vs. Micromanaging
- Dealing with difficult team members
- Having crucial conversations

Target Audience:
Task Coordinators, Team Leaders, Supervisors and Managers

Duration:
Available as a 1-day course or a truncated ½ day

Delivery
Can be delivered both in-person or virtually.

Get a Quick Quote:
Let us know if you would like an obligation free quote for your organisation.

Group Size
We recommend a group size of 6-15 participants.