ndc

TRAINING COURSES
IMPROVING ACCOUNTABILITY

Accountability continues to be an issue within organisations, despite roles and responsibilities being clearly defined. This course will examine why accountability can fail at both an individual and an organisational level. We will look at how mindsets and behaviours impact accountability and explore the links between accountability, responsibility, authority and empowerment.

Course Aims:

Our half-day training will allow participants to:

- ✓ Explore how organisations can sabotage their own accountability
- ✓ Understand the role of commitment conversations for accountability
- ✓ Identify and role-model the mindsets and behaviours for effective accountability
- ✓ Develop skills to identify when accountability breaks down and take action
- ✓ Examine the importance of trust for successful delivery and strong working alliances

Course Objectives:

By the end of this workshop, delegates will be able to:

- Adopt new mindsets and behaviours - and encourage them in others - to improve accountability
- Challenge their own behaviour - and that of their team - in order to make better commitments to each other
- Apply the four practical steps to achieve a more productive way of working
- Identify organisation-wide systemic forces which impact commitments and accountability

Duration
3 Hours

Max/Min Delegates
16-12

Assessment
Qualitative assessment by tutor

Format:

- Pre-work included in course handbook
- Virtual working facilitated by 1 or 2 tutors depending on size of group
- Experiential process to engage and motivate learning from personal and group perspective

Target Audience:

- Team leaders
- Middle Managers
- Heads of Department