

# Road to Accountability

Program Outline



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“People need to be more accountable.” Does this line sound familiar to you? Have you said this or heard someone say this? Both? Well, that’s not surprising at all. But, the actual question is, when this is said to someone, does it inspire them or deflate them? When you try to hold people more accountable, it might get complicated if people at the receiving end interpret it differently- for example, ‘Am I disappointing the team?’, ‘Am I failing?’, ‘Am I letting the team down?’, or something even scarier than these. Does this get you any closer to making them accountable?

What is accountability and why is it important?

The literal meaning of accountability is “being responsible for the outcomes of your behavior, your decisions and your actions.”

What constitutes a culture of high accountability? If people at every level think and act proactively, if they enthusiastically take up tasks and are committed to achieving targeted results, if they discover solutions to overcome impediments and drive the team towards progress, such is the one we’d call an accountable culture.

Research says high performance teams are highly accountable and vice versa. And that’s the reason why we need to promote accountability in ourselves and our teams.

## Target Audience

- ▶ Are you held accountable for a key business result?
- ▶ Do you need to seek accountability from a team?
- ▶ Are you facing challenges with people not being accountable?

This course helps you to instill accountability in self and seek accountability from a team by following a set of practices discussed in the course.

## Objectives

The program is designed to help learners:

- ▶ Differentiate between desirable and undesirable behavioral traits.
- ▶ Identify deeper issues whose symptoms are the undesirable behaviors.
- ▶ Employ practical techniques to resolve accountability issues in their team.
- ▶ Implement ways to build an accountable culture in their team.

# Expected Outcomes: How Will It Help Me?

This course offers practical suggestions for enhancing accountability. It establishes accountability as a rewarding skill that can be acquired by following certain practices diligently. It helps you create experiences that steer your team towards a higher level of accountability.

## Course Modules

**Module 1:** Understanding Accountability

**Module 2:** Why Accountability Matters?

**Module 3:** Practices that will make team members accountable.

Summary

# Minute by Minute Flow

The following agenda can be used to run the workshop in 90-120 minutes. The duration of each section is only an estimate and can be adjusted based on your requirement.

Topic	Approx. Time	Training Aids
<b>Introduction</b> <b>Energiser</b> <b>Context setting</b>	10 Minutes	Presentation
<b>Module 1: Understanding accountability</b> <ul style="list-style-type: none"><li>• What is accountability</li><li>• Recall an experience</li><li>• The course of action</li></ul>	10 Minutes	Presentation + Workbook Presentation + Workbook Presentation + Workbook
<b>Module 2:</b> <ul style="list-style-type: none"><li>• Why Accountability matters</li><li>• The two levels</li><li>• Sylvia's Team - A case study</li></ul>	40 Minutes	Presentation + Workbook Presentation Breakout rooms + Miro Board
<b>Module 3:</b> <ul style="list-style-type: none"><li>• Let's put on Sylvia's shoes</li><li>• 4 steps to accountability: GEMS</li></ul>	30 Minutes	Presentation Presentation Presentation
<b>Closing:</b> <ul style="list-style-type: none"><li>• Summary of the Program</li><li>• Participant Reflection</li><li>• Q&amp;A</li></ul>	10 Minutes	