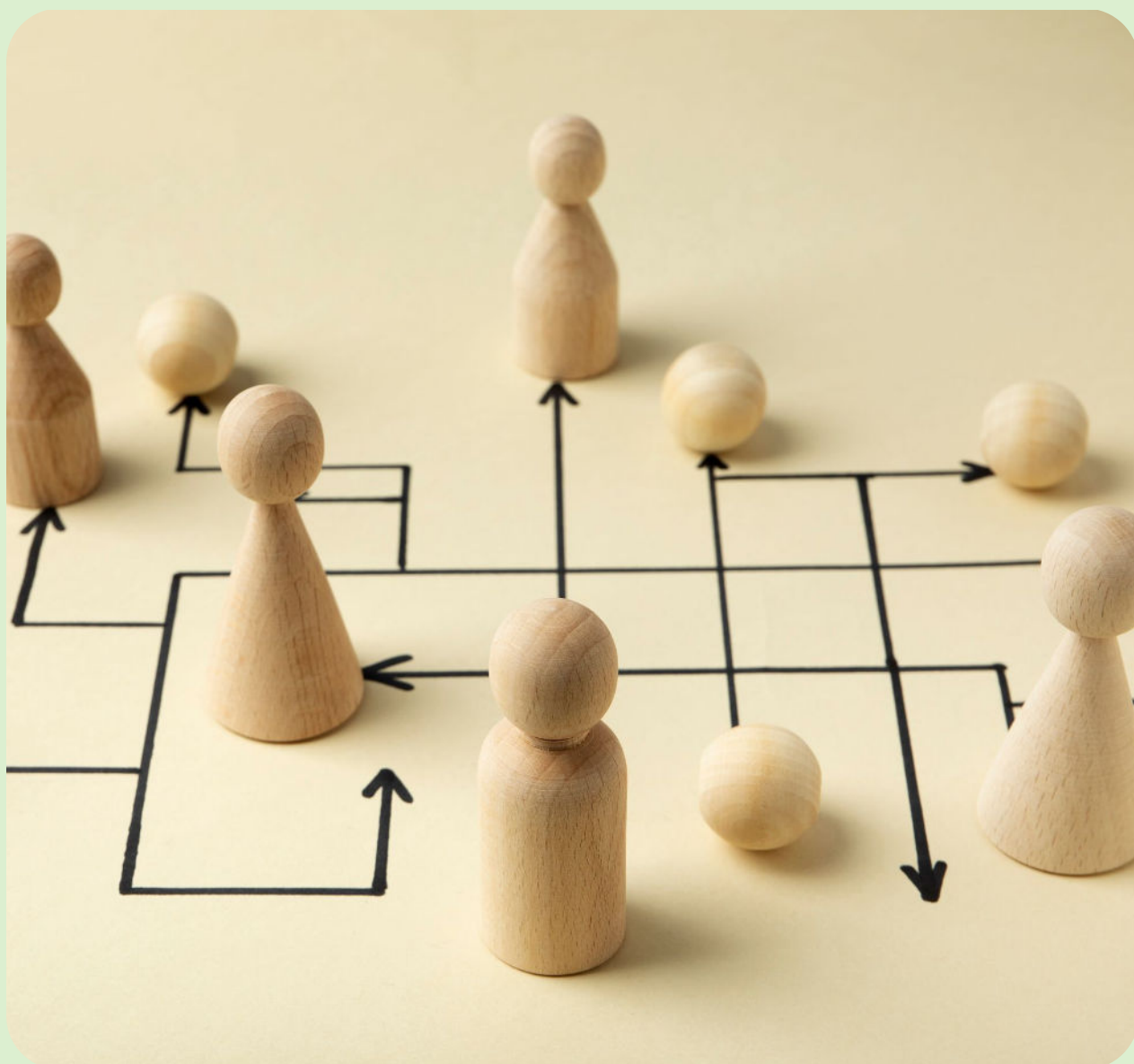# Road to Accountability

Program Outline

The Need for Sustaining a Growth Mindset

> 66 **People need to be more accountable.** 99

Does this sound familiar?
Have you said this before or heard someone else say it?
Probably both.
But the real question is—when someone is told to be more accountable, does it inspire them or discourage them?

Accountability is often misunderstood. For some, it's about completing task-based responsibilities; for others, it may feel like an unfair burden. But true accountability isn't about pointing fingers, it's about moving from intent to outcome with shared ownership, commitment, and action.

And while most of us want to be accountable, in the busyness of getting tasks done, it's easy for slips to happen. Priorities compete, communication breaks down, and we default to "I did my part" instead of asking, "Did we get the result?"

What is Accountability & Why Does It Matter?

At its core, accountability means taking responsibility for one's actions, decisions, and outcomes. It's about ensuring that commitments are met and that obstacles are tackled with a problem-solving mindset.

A culture of high accountability is one where:

Team members proactively take ownership of tasks.	People are committed to achieving meaningful results.	Challenges are met with solutions, not excuses.

Research shows that high-performing teams have a strong sense of accountability, and the reverse is also true. Teams that embrace accountability tend to perform better. So, how can we build a culture of personal and team accountability?

At **FocusU**, Accountability is described as taking ownership of tasks, timelines, and outcomes, while proactively supporting others, addressing challenges, and holding teammates accountable with care and clarity. It involves contributing to shared goals and team success.

Developing the Skill of Accountability

This program is designed to help individuals pause and reflect on their own everyday habits, while learning practical ways to strengthen both personal and team accountability. Instead of viewing accountability as pressure or blame, this approach reframes it as something positive - a commitment to follow through, solve problems, and support each other in achieving shared goals.

At the heart of the program is the GEMS framework, which makes accountability practical and clear. It emphasizes gaining clarity by asking the right questions, understanding root causes, and defining roles. It encourages taking ownership of outcomes and collaborating with others. It also highlights the importance of timely check-ins and updates to stay on track, and fosters a culture that values feedback, and reinforces shared accountability.

G Gain Clarity	**E** Exhibit Ownership	**M** Monitor Progress	**S** Sustain Culture

Investing in this program will help emphasize the importance of accountability in day-to-day functioning, leading to stronger team dynamics and the achievement of key business outcomes.

> 66 **Accountability is not simply about taking the blame when things go wrong; it's about delivering on a commitment**. 99
>
> - Patrick Lencioni
> author of The Five Dysfunctions of a Team

So let's make accountability a habit, not just an expectation...

Program Objectives & Flow

The program is designed to help learners:

- Recognize behaviors that either support or derail accountability in the workplace.
- Analyze the impact of how such behaviors on team performance and outcomes.
- Apply practical strategies to build personal and team accountability.

Program Flow

This program comprises a full-day session flow. The duration for the live session is only an estimate and is adjustable to a half-day or extendable up to 2 days based on training needs or scheduling requirements.

The program on **Road to Accountability** is organized as follows:

Pre-program exercise	To be completed individually by participants before the live session	20-30 mins approx
Live session	To be attended by all participants (refer to details in program agenda)	1 - day program
Post-program practice	To be completed individually by participants after the live session	20-30 mins approx

Live session

Pre-program exercise

Post-program practice
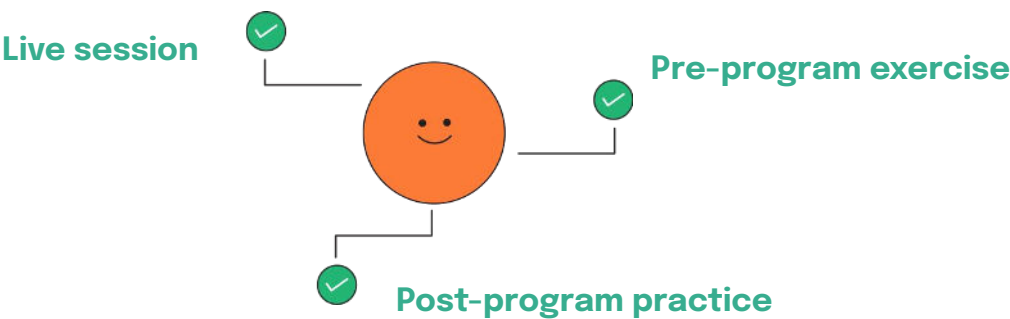
Modules

Introduction: Context Setting and Session Overview

Building on Existing Knowledge
- The Perfect 5

Understanding Mindsets
- Defining Road to Accountability
- Accountability vs Responsibility
- The Line Behaviours

Scenario Spotlight: In the Line of Accountability
- Navigating accountability at workplace

Framework: GEMS to Build Personal and Team Accountability
- **G**ain Clarity
- **E**xhibit Ownership
- **M**onitor Progress
- **S**ustain Culture

Watchouts on the Road to Accountability

Application and Retrieval Practice
- The Accountability Makeover: GEMS to the Rescue
- Accountability Rescue Checklist

Wrap Up: Reflection and Summary