

# ACCOUNTABILITY AND EMPOWERMENT

## OBJECTIVE

Adult learning theory states that lessons need to be applied and evaluated by adults for optimal learning. We integrate this theory into our training by incorporating individual exercises, role-play, teamwork, skill practice, coaching, and evaluations.

## OBJECTIVE

At the conclusion of this training program, the participants will be able to:

- Define accountability and empowerment
- Be accountable in order to meet objectives and achieve success.
- Foster open communication leading to improved morale, better teamwork and an environment of accountability.

## COURSE CONTENT

### ACCOUNTABILITY AND EMPOWERMENT: A PARTNERSHIP

The reality is – employees will not feel accountable unless they are empowered to do their jobs, make decisions, be an active part of the team and even be allowed to make mistakes.

In this section we discuss the role that managers play in creating a culture of ownership and accountability. We also explore the value of mistakes and how to best help employees recover, learn from, and improve for future performance.

### BUILDING TRUST AND RESPECT

An environment of trust and respect is essential to helping all team members be accountable. We discuss and practice:

- Ways to build trust on the team.
- How to have respectful team conversations.
- Trust traps and how to avoid them.
- Assumptions about people – a self-assessment.



## ACCOUNTABILITY AND EMPOWERMENT

### EMPOWERMENT: LETTING COMPETENT PEOPLE LEAD/ACT/DECIDE

Successful managers provide their employees with both authority and guidance for making recommendations and decisions. We introduce this simple, three-point model which increases motivation and empowerment while providing support and structure:

- Agree on results.
- Clarify assumptions.
- Provide resources.

### ACCOUNTABILITY

Accountability exists in environments where there is a positive emphasis on community, openness, and influence. In this portion of the workshop we explore ways to create this environment by:

- Moving into the blame free zone – how to avoid blame and other pitfalls to accountability.
- Avoiding the victim mentality – helping team members be empowered.
- Moving from “them vs. us” mentality to a “we” mentality.
- Passing the torch of accountability to team members.
- Ten strategies for becoming more productive and accountable.

### ACTION PLANNING

Each participant creates an individual action plan

This plan should be shared with the participant’s manager and be considered part of his/her objectives and development plan.

### CLASS SIZE

Maximum of 16 people per workshop.

### EXPENSES

The Training Edge, LLC will be reimbursed for all reasonable travel expenses for airline and ground transportation, hotel accommodations, meals, parking, tips and shipping of materials.