

ACCOUNTABILITY: CREATING MOMENTS OF TRUTH

WORKSHOP OVERVIEW

“All employees are entitled to outstanding leadership – You will provide that leadership.”

Summary –

Even with the best intentions, projects can easily go astray if leaders do not communicate efficiently when assigning tasks to employees.

One of the common mistakes is that managers *assume* that everyone will simply “see what to do”, without explanation. The outcome of this assumption is usually a less-than-perfect performance that can result in zero accountability – a blame game and frustration for everyone. Wouldn't it be better if employees took their responsibilities seriously and held themselves accountable even if something went wrong?

In this interactive session, we will look at the necessary elements of assigning tasks and the right ways to communicate them. We will also analyze some typical workplace accountability situations, to find the best leadership actions and solutions for managing individual and team performance.

**The concept of “moments of truth” was first used by former SAS Airlines CEO Jan Carlzon who published a book (Moments of Truth) in 1987 about turning the organization around by empowering employees.*

Outcomes –

After completing this program, you will be able to:

1. Recognize the importance of accountability in creating a high performing work team
2. Use a system and techniques to improve individual and team accountability
3. Eliminate confusion by communicating clearly about roles and responsibilities
4. Tailor your team's actions to the actual level of their preparedness and problem solving styles
5. Empower and motivate employees to accomplish their tasks to the best of their ability while holding themselves accountable