

# Cultivating Accountability

## COURSE OVERVIEW - Group

McGhee Productivity Solutions' Cultivating Accountability Program challenges teams to take a deep look at accountability and how it affects individuals, teams and, ultimately, the organization. Participants will actively engage in accountability conversations, learn the destructive nature of blame and the power of taking ownership for results. Conversations and exercises build experience in the team and begin to create a more distinct understanding of accountability. This course explores accountability in three parts; the tactics, what hinders it and how to take responsibility to achieve it.

Participants will leave with a clear understanding of the level of accountability they are operating within as well as the skills to cultivate a culture of accountability in their team and organization.

### Key Issues Addressed:

- Accountability and responsibility
- Accountability at all levels
- The Art of Renegotiation
- Blame and the Blame Triangle
- Conscious leadership
- Creating goals to increase accountability

### Key Results:

- Increased empowerment
- Teams move from reactive to neutral observation
- Improved leadership skills and project management
- Increased personal integrity and accountability
- Effective cross-functioning and goal completion
- More deadlines met
- More focus on priorities and fewer distractions

*"The solution focused questions we learned in the training support empowerment and encourages development in our staff as we hold them accountable for outcomes and their responsibilities. I have experienced growth in myself and others as these conversations become easier and more effective."*

**-Kay Carr, Motor Vehicle Trainer, Boulder County Motor Vehicle**

A pre-call is conducted prior to the 8-hour seminar to assess roles, objectives and appropriate customization. Interviews can be conducted with colleagues prior to the session to ensure participants are getting an outside-look on how to be their most productive. The seminar takes place in a classroom or conference room with PC's, or laptops, preferably connected to the server so participants can work real-time. MPS offers a variety of sustainability materials to ensure full retention of this program including follow-up coaching and access to eLearning. A productivity survey will be conducted a month later to measure specific results.

## COURSE OUTLINE

### Preparation

- Leadership identified to model and drive accountability culture
- Review course content to create understanding and motivation
- Customize design of the day based on client goals
- Align on accountability processes taught in the course as it relates to individuals, managers and leaders and the art of renegotiation

### Implementation

- Off-site retreat with leadership and key members.
- Discovery of accountability skills at different levels of leadership.
- Create relationship between personal responsibility and accountability
- How to get out and stay out of a disempowering triangle.
- How to take responsibility and create greater accountability
- Adopting a method for taking responsibility

### Hands-On Exercises

- Follow-up coaching; monthly and quarterly, providing support to create a culture of responsibility and accountability
- Accountability surveys are reviewed to course correct and ensure sustainability
- *Optional:* Create video of process for responsibility. Participants can review to enhance skill development.