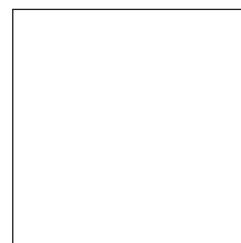
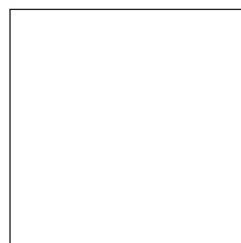
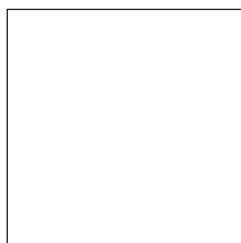
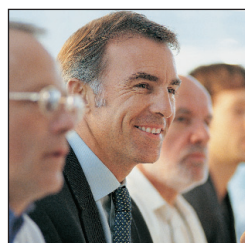
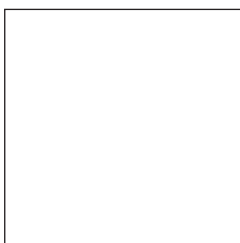


# Fundamentals of Accountable Leadership (FAL)

a one day training program for executives and managers



This highly interactive one-day program is part strategy, part interactive skill building and working session to address real organizational challenges. This comprehensive program is for executives and middle managers interested in building an Accountable organizational culture and implementing change and performance improvement in compressed time frames.

This program begins with the strategy and skills to increase personal accountability at all levels of the organization. Using the practical and popular Personal Accountability Model, participants learn to lead people away from blame and finger-pointing and toward taking ownership for solving problems and improving the organization. Participants apply an Accountability-Based questioning strategy for coaching where valued results are quickly demonstrated during the session.

Once the foundation of Personal Accountability is well understood, participants explore the strategies and methodology for developing organizational accountability. This section focuses on the breakdown of silos and the development of cross-functional accountability – the key for effectively reducing wasted resources, improving quality and achieving customer loyalty. Participants learn the importance of establishing clear, non-negotiable priorities with an Accountable methodology for keeping people focused on those priorities to drive successful results amidst an environment of constant change.

Based on a clear sense of priorities, participants learn strategies, methodologies and skills for increasing team accountability. First, participants identify the breakdown of accountability in their teams relative to accomplishing team priorities. Then participants apply the Accountable Process of Change in working sessions that focus on changing the “habits of performance execution” in order to achieve faster and better results on the organization’s prioritized projects and change initiatives. One HMO medical center improved access from being the lowest to the highest in their region within six months.

Finally, the program ends by providing participants with a facilitative process and skill set for increasing one’s personal safety to deal with risks of major change and improvement. Managers practice developing Interaction Agreements that have been used to improve morale during such extreme change efforts as downsizing and restructuring.

While an organization’s culture isn’t going to be changed by a one-day program, Fundamentals of Accountable Leadership provides managers with a clear roadmap through working sessions to get the culture change started.

## Purpose and Outcomes

- Apply diagnostic tools to assess personal, team and organizational accountability
- Improve performance execution to achieve business deliverables
- Provide a method for effectively establishing, tracking and measuring top priorities
- Apply a methodology for improving trust and support and addressing conflict
- Develop a strategy for achieving quick and sustainable results during the implementation of major change
- Replace silos and “blame game” posturing with shared accountability

## One-day Agenda and Deliverables

### Personal Accountability

- Definition of personal accountability that is positive, inspiring and humane
- The Personal Accountability Model
- Application Activity: Asking Accountability-based questions for coaching yourself and others

### Organizational Accountability

- Five levels of organizational Accountability
- **Application Activity:** Organizational Accountability Assessment – identifying strengths and opportunities for improvement
- The key to high performance - execution and proactive recovery
- **Application Activity: Assessment of team execution and recovery effectiveness**
- Creating alignment for organizational priorities
- Accountable meetings that produce results

### Team Accountability

- **Application Activity:** Team assessment and preparing for team improvement
- An Accountable process for leading change and achieving high performance
- **Application Activity:** Using the Accountable Process of Change Process to monitor and measure results
- **Application Activity:** Setting up the process to monitor and measure results after the session

### Managing and Leading Change

- The “three zones of change” and creating an environment safe for change
- Overcoming the “Wall of Fear” that stops us from achieving our goals
- Developing “shared Accountability” for achieving team synergy and enhanced results
- **Application Activity:** Creating a team agreement for improving team relationships
- **Application Activity:** Completing the Accountability commitment and action plan