

# BUILDING ACCOUNTABILITY

## *Program Description*

### **Overview:**

Booker T. Washington said, "Few things help an individual more than to place responsibility upon them and to let them know that you trust them."

The word accountability sometimes makes people run for the hills. If things turn out well, the employee is accountable, if things turn out poorly, the employee is not accountable. Part of that is because people misunderstand what accountability is. First, what accountability is *NOT*: blame, fault, red tape, or a way to control other people. Holding people accountable is a process that will discuss in this program: expectations, empowerment and, of course, accountability.

### **Objectives:**

As a result of this program, participants should be able to:

- Define expectations, empowerment, and accountability, and describe the role they play in achieving success.
- Describe how clear, written expectations build the framework for maintaining focus and overcoming obstacles.
- Discuss guidelines for managing expectations, including renegotiating or updating them when necessary.
- Identify "Execution Intelligence" - how the best not only set goals and expectations, but how they execute to achieve them.

**Length:** Workshop: 3-4 Hours

**Participant Materials:** Handout