

Personal Accountability

OVERVIEW

Accountability is not something you can assign to someone; however, it is something we expect of others. Being accountable in business means taking responsibility for meeting your objectives, including deadlines and work targets, and communicating effectively with internal and external clients. Being accountable is an important component of good business etiquette and demonstrates your attitude of professionalism.

While it can be difficult at times, being accountable for delivering on your objectives shows you are reliable, organized and dedicated to your work and to the people around you. This course will introduce you to the importance of personal accountability and outline strategies for developing a personal accountability formula to help you succeed.

LEARNING OBJECTIVES

- Define personal accountability and what it means in the workplace
- Assess their accountability characteristics
- Discuss the key elements of personal accountability
- Identify strategies for improving their personal accountability
- Discuss workplace and individual joint accountability expectations

COURSE HIGHLIGHTS

Defining personal accountability

- What is personal accountability?
- Accountability assessment
- Your thoughts lead to your attitude
- Thinking about thinking
- Thinking: Results of your internal dialogue
- The importance of emotional intelligence (EI)
- Personal accountability: The ME factor

Key elements of personal accountability

- The accountability ladder
- Eliminating the blame game
- The role of self-efficacy
- What is meant by self-regulation? Be the best version of you
- Procrastination—Wait and hope is not a good strategy
- Why setting goals can help you increase your accountability

Improving personal accountability

- Steps to increase personal accountability
- Asking questions
- Seeking feedback
- Replacing cognitive distortions with accurate thinking
- Cognitive distortions exploration
- How to say “No” without explanations or guilt

Following through—Your team responsibilities

- Joint accountability: The dynamics of working together
- The bedrock of accountability begins and ends with an organization’s business ethics
- How to break down department silos
- Why personal accountability is vital to your team’s success
- Improving accountability when assigning work

TRAINING DELIVERY

- Pre-training: Tailoring and customization of content
- Delivery of training using presentation, small group exercises, case studies, role-plays, games, etc.
- Post-training: Follow-up within 30 days to review information, provide coaching, set goals, etc. (optional)