ESTABLISHING EMPLOYEE ACCOUNTABILITY

Course Code: 101138

This course will give leaders the ability to establish a culture of accountability, responsibility, and empowerment in the workplace.

This instructor-led course imparts the techniques to manage employees for maximum results -- either individually or as a team. Employees who feel a sense of "ownership" in their organization and their work are more responsible and productive. After completing this course, you will have the critical skills to increase employee self-confidence and success, establish positive expectations and rapport, delegate effectively to get the results you need, and strengthen communication and trust through active listening.

What You'll Learn

- Learn how building relationships that support maximum accountability is beneficial to the organization and the individual
- Understand how to establish positive expectations and rapport through the use of active listening skills
- Gain skills to delegate effectively so that employees are empowered and motivated to be accountable for results
- Discuss tips and tools for improving communications and creating win-win relationships

Who Needs to Attend

Leaders who would like to foster a culture of accountability by providing a sense of empowerment and effectiveness in the workplace.

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VIRTUAL CLASSROOM LIVE	$695 USD	1 Day

Virtual Classroom Live Outline

Part 1: The Case for Accountability

- Getting Work Done Through Others
- Gathering Feedback

Part 2: The Manager/Employee Relationship

- Establishing Positive Expectations
- Creating Rapport
- Using the Pacing Technique
- Improving Listening Skills
- Common Responses and Their Risks
- Defusing Emotion Through Active Listening
- Lessening Employee Dependency
- Developing Relationship Contracts

Part 3: Leadership & Management Skills

- Setting Goals to Communicate Your Vision
- Involving Employees to Create Buy-In
- Determining the Action Steps
- Empowering Employees Through Delegating
- Recovering and Learning from Mistakes

Part 4: Communication Tools That Build Accountability

- Matching Personality Type
- Communicating Win-Win Messages
- Giving Strokes to Get Results
- Confronting Unacceptable Behavior
- Performing a Relationship Audit

Part 5: Follow-Up Ideas for Skill Development

- Maintain Your Momentum
- Establish an Action Plan
- Reward Yourself
- Continue to Work at It

Appendix

- Notes on the Case Studies
- Suggested Responses to Exercises
- Recommended Reading

Sep 22 - 22, 2025 | 10:00 AM - 4:00 PM EST

Nov 25 - 25, 2025 | 10:00 AM - 4:00 PM EST

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PRIVATE GROUP TRAINING	1 Day

Visit us at www.globalknowledge.com or call us at 1-866-716-6688.