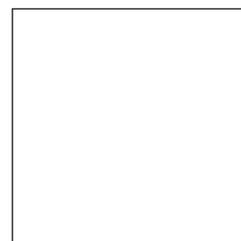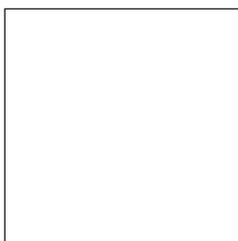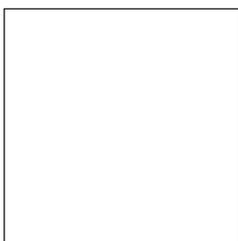# Fundamentals of Accountable Leadership (FAL)

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.

Building Team Accountability is the strongest area of focus for this accountable leadership program. Participants begin by identifying the needs for improving team accountability using a team accountability assessment. They apply an Accountable Process for Change to focus on the mindset and habit changes necessary to improve and sustain performance results. Then, participants learn and practice processes for establishing accountable delegation and agreements, and holding others accountable. These skills are essential for building accountable teams and developing direct reports. Finally, participants conclude this section by learning how to establish clear accountability agreements for improving trust, support, sharing information and effective meetings.

The program ends by providing participants with strategies for implementing changes that raise the bar on current standards of excellence. In particular, they learn a method for guiding people to overcome their "wall of fear" associated with change. Based on a full day of developing skills to increase accountability, participants develop a personal picture of success for raising the bar of their leadership in the organization. Participants leave with the strategies and tools to create a culture of accountability.

Purpose and Outcomes

- Apply diagnostic tools to assess personal, team and organizational accountability
- Learn a process for increasing team accountability applying the Personal Accountability Model
- Implement strategies for improving cross-functional coordination and execution
- Apply the skill of establishing accountable agreements and delegation
- Apply a process for holding others accountable in a supportive manner to ensuring learning, clear expectations and improvement
- Apply a methodology for increasing trust, support and resolving conflict
- Apply a process for leading and managing change

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
- The key to high performance - execution and proactive recovery
- Creating alignment for organizational priorities
- Accountable meetings that produce results
- **Application Activity:** Improving cross-functional coordination and execution

Team Accountability

- **Application Activity:** Team assessment and preparing for team improvement
- An accountable process for leading change and achieving high performance
- **Application Activity:** Changing mindset and habits to improve performance
- Making Accountable Agreements
- **Application Activity:** Accountable delegation to improve results
- Holding others accountable in a supportive manner
- **Application Activity:** Holding others accountable
- **Application Activity:** Creating team agreements to increase trust, support, communication and managing conflict

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
- **Application Activity:** Creating an Personal Picture of Success
- **Application Activity:** Action plan to increase accountable leadership