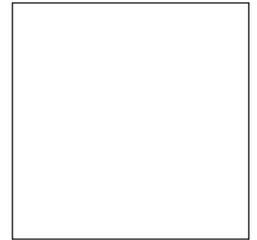
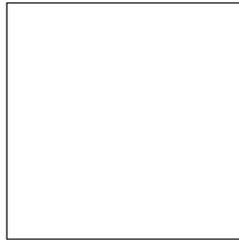
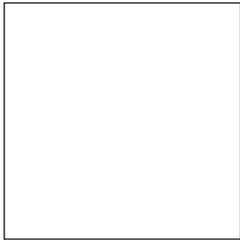


# Power of Personal Accountability (PPA)

a one-day training program for managers, supervisors and employees



This highly interactive one-day program challenges participants to rethink the way they respond to challenges, difficulties and problems in order to achieve higher levels of performance. Using the application of the Personal Accountability Model, participants raise their commitments to improve their performance, communication and leadership, regardless of their role.

Participants will create their own practical “personal vision of excellence” that describes attitude and behavior changes that represent a new standard of performance and teamwork. Based on this new standard, participants complete a Personal Accountability assessment that is aligned with accomplishing their “vision of excellence” and targets up to three specific actions for improvement.

Participants will facilitate and participate in an “Accountability-Based questioning process” that is used for self-coaching and coaching others to find their own solutions for resolving a breakdown or associated problem that’s preventing success. Participants not only come away with practical solutions in a very short time period, but learn to guide others using this powerful Accountable technique.

The most difficult skill in increasing Accountability is holding others accountable without blame when they aren’t keeping commitments. The basic foundation for holding others accountable is covered in this workshop, starting with the traps of “blame,” “ignore,” “gossip” and “rescue,” which cause breakdowns in team and organizational performance. Participants first learn the secrets to Accountable delegation and establishing Accountable agreements, followed by a simple four-step process for holding others accountable that is learned and practiced. Participants also learn how to deal with “victim” attitudes in the workplace, along with identifying their particular issues of being accountable.

Through interactive activities, participants develop action plans to improve their relationships with customers and

teammates. In addition, they learn the most important skill of Accountability – developing Proactive Recovery Plans that is critical for changing individual behaviors, responding to organizational changes and avoiding setbacks when mistakes are made.

Finally, participants create very clear action plans for improving performance, communication and leadership with Proactive Recovery Plans and desired support from their managers. This is to be communicated to each manager for maximum results and alignment. Finally, participants learn how to get over the “Wall of Fear” when taking action on transformational stretch goals, so that the highest levels of sustained success are achieved.

## Purpose and Outcomes

- Apply the Personal Accountability Model to transform “victim” behaviors into Accountable attitudes and behaviors contributing to higher levels of performance and communication
- Learn and develop the power of a Personal Vision of Excellence that sets the direction for “raising the bar” on performance and personal leadership
- Use an Accountability-Based questioning strategy to coach others and yourself to solve problems and remove obstacles to higher levels of performance
- Apply Proactive Recovery Plans to quickly and effectively turn mistakes and mishaps into opportunities for learning and improvement
- Learn a strategy for holding others accountable that elicits support and increased commitment to achieve desired outcomes
- Develop actions to improve customer service and increase the levels of teamwork to achieve team goals
- Develop an environment of acknowledgement and gratitude for team support and team member accomplishment, creating a positive and accountable work environment

## One-day Agenda and Deliverables

### Introduction

- Defining personal, team and organizational accountability
- Application Activity: Determining how accountability can assist you in achieving higher levels of success
- The Personal Accountability Model and recognizing your own reality

### Taking Ownership

- Application Activity: Experiencing Victim and Accountable behaviors
- Application Activity: Creating a personal vision of excellence
- Establishing intentions and creating your vision of excellence and success
- Application Activity: Personal Accountability Assessment to identify strengths and opportunities for improvement
- Application Activity: Using Accountability-based questions to coach self and others to improve your performance and communication

### Holding Others Accountable in a Supportive Manner

- Four traps to holding others accountable
- Shared Accountability and holding others accountable
- Four steps for holding someone accountable
- Application Activity: Holding others Accountable
- Supporting and responding to others in the Victim Loop
- Application Activity: Responding to others in the Victim Loop
- Barriers to being Accountable – How will you recovery when you get off-track?
- Application Activity: Overcoming barriers to being accountable

### Accountable Customer/Client Service

- Application Activity: Solidifying roles and relationships with customers/clients
- Application Activity: Solidifying roles and relationships with teammates

### Managing Personal Change

- The three zones of change and moving out of the “comfort zone”
- Overcoming the “wall of fear” that creates paralysis
- Creating a support system and staying focused on success

### Taking Action to Get Results

- Application Activity: Creating a realistic action plan that gets results
- Identifying your support system
- Application Activity: Developing a recovery plan to ensure success
- The power of clear intention and focus

### Celebration

- Application Activity: Acknowledging and recognizing success
- The road to success – Putting Accountability to action