

Accountability is taking responsibility for actions and results - and in many businesses today it's missing. Do you see mediocre performance being tolerated? Or perhaps lose good staff due to low standards or no recognition? This workshop will equip leaders to create a healthy accountable culture.

Without Accountability, pride suffers, standards fall and morale plummets. However, when people are held accountable for their performance, the opposite happens! Performance improves, pride and motivation increase and the quality of output rises.

Holding people accountable is often seen as one of the more unpleasant aspects of Leadership because communicating effectively in difficult situations can be difficult. There are mistakes we can make and it's easy to damage to valuable relationships if we get it wrong. Sadly, because of this, many Leaders choose to put up with standards or behaviour that they really ought to be resolving. But a culture of Accountability doesn't just mean giving negative feedback. Instead, it includes coaching, encouragement, recognition, mentoring and advising. Leaders that hold both themselves and others accountable enhance their careers, their relationships - and their results.

**Who is this course for?**

Managers and Leaders seeking to influence behaviour and improve results in the workplace

**Objectives:**

On completion of this programme participants will be able to:

- Set clear expectations and standards
- Use the 4 styles of feedback
- Recognise when feedback is required
- Learn the right level of conversation required:- Content, Pattern or Relationship
- Understand the psychology of effective dialogue
- Learn 10 key skills in effective dialogue
- Restore dialogue when emotions run high and conversation breaks down

**What is covered?**

This course will include custom workplace scenarios & relevant role-play situations

- This program includes over 40 video examples
- Participants personal 'Communication Style' Analysis
- Understanding 'The Pool of Shared Meaning'
- Setting Objectives
- Giving and Receiving feedback
- Dialogue disasters – Case studies
- Contrasting skills
- 10 Skills to effective dialogue
- Practise scenarios

Duration: 1 Day

