

Accountability to Increase Alignment

For
Managers

Duration: 4 - 8 Hours

Course Description:

Accountability plays a vital role in the achievement of exceptional business results, and performance management systems are key drivers for setting employee expectations and outlining roles and responsibilities. High performing companies recognize engaged, satisfied employees equate to highly satisfied customers. Managers recognize the need to align company expectations with employee performance.

Special attention is paid to aligning company talent with a robust performance management system, setting clear objectives, coaching and mentoring for success. and holding employees accountable.

This course is based upon active learning, with rich, interactive exercises and applied experiences.

Learning Objectives:

At the end of this course, participants will be able to:

- Define accountability
- Apply a three (3) step accountability system
- Set clear performance expectations
- Hold employees accountable for performance
- Identify and effectively deal with performance issues
- Measure individual performance
- Develop effective coaching and feedback skills
- Practice team and organizational alignment

Outcome:

Improved ability to hit department and company targets. Enhanced ability to set clear expectations, coach and mentor, and hold staff accountable.