

**Soft-Train**



*At Soft-Train  
Technology Works*

# ACCOUNTABILITY (1 DAY = 6 HOURS)

**COURSE GOAL:** This course will provide the students with the skills necessary to implement and manage accountability within an organization.

**PREREQUISITES:** None

**LEARNING OBJECTIVES:** Upon completion of this course the student will be able to:

- Set Expectations
- Invite Expectations
- Measure Results
- Provide Feedback
- Link to Consequences
- Evaluate Effectiveness

## Key Topics:

### I. Set Expectations

- A. Determining the Goals
- B. Determining Responsibility
- C. Determining Levels of Accountability
- D. Determining Resource to Define Goals
- E. Defining Goals that are Specific
- F. Defining Measurable Goals
- G. Define Action Oriented Goals
- H. Defining Realistic Goals
- I. Defining Goals that are Time-bound

### II. Invite Expectations

- A. Defining Importance of Goals
- B. Driving Results
- C. Clarifying Deliverables
- D. Presenting Deadlines
- E. Committing to Goals
- F. Defining Commitment within the Performance Plan

### III. Measure Results

- A. Developing Effective Measurement Tools
- B. Developing Easy to Manage Measurement Tools
- C. Implementing the Measurement Tools
- D. Comparing the Results to the Goals
- E. Identifying the Organization's Gain or

Loss Due to Your  
Employee's Action

**IV. Provide Feedback**

- A. Motivate Yourself to Offer Feedback
- B. Determine When to Deliver Your Feedback
- C. Set the Stage for a Positive Interaction
- D. Specifying Observations
- E. Focusing on Behavior of Action, not the Person or Attitude
- F. The Word "But"
- G. Defining the Impact to the Organization
- H. Suggestions for Improvement

**V. Link to Consequences**

- A. Determine What Consequences Should Apply
- B. Reminding Employees of Prior Commitment
- C. Defining the Action
- D. Owning the Action You are Taking
- E. Agreeing on the Action Plan
- F. Set a Follow-Up Schedule
- G. Support
- H. Documenting the Discussion

**VI. Evaluating Effectiveness**

- A. Holding Yourself Accountable for Results
- B. Holding Yourself Accountable for How You Accomplished Results