

Improve Employee Accountability

No more “it’s not my job” attitudes or finger-pointing

Employee accountability is the ability of an employee to satisfy expectations and responsibilities to anyone impacted by their actions. This includes internal agents such as managers, investors and other employees but also external agents such as customers, business partners and more. Employee accountability can be difficult to measure and different expectations can be both explicit and implicit. This high impact program will provide tools and ideas to assist in achieving those results.

Some of what you will learn:

- Identify what accountability means to your team, and your organization
- Establish an accountable workplace culture to enhance self-direction and engagement
- Be the change: model accountability behavior and assertive communication skills
- Break down barriers to build a more purposeful and responsible workforce
- Communicate openly and honestly to build an atmosphere of trust and respect
- Educate employees about expectations so they want to take ownership

Length: 90 min. / Half-Day / One-Day / Two-Day Programs

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Client list, video demo, testimonials,

and references available on: **Website: www.leadershipdynamicsllc.com**

COURSE OVERVIEW

Training includes, but not limited to, the following topics

How do you communicate with accountability?

To create accountability, you need to be resolute in your efforts and prepared for open communication. There will be questions and you will be ready with the right answers at the right time.

- Strategies for establishing a culture built on trust, mutual respect and personal responsibility
- Learn the best path to accountability: a collaborative leadership
- Procedures to increase employee involvement and give them opportunities to flex their leadership skills
- The benefits of cross-training among departments and divisions: unearth hidden talents, eliminate redundancies and improve relationships



**STOP THE
BLAME
GAME**



COURSE OVERVIEW

Training includes, but not limited to, the following topics:

What are some obstacles you will need to overcome?

- Identify existing issues that are barriers to accountability
- How to handle employees with unacceptable behavior, including finger-pointing, not taking responsibility for their mistakes and lacking in professional manners
- Drop the guilt and quit worrying about other people's feelings for holding them accountable
- Identify and plan for accountability issues before they wreak havoc
- How to hold virtual/global/distributed workforces accountable

How do you maintain an accountability culture?

- Develop strategies to keep employees on track
- Document and share progress with employees
- Coach for engagement and ownership • Be honest in your own communication and behaviors
- Remember, success breeds success: recognize and reward accountability
- Reward performance that goes beyond stated expectations
- Involving employees in the hiring process saves you time, increases their commitment AND helps you hire the right people

ALEX E. GARCIA, Ph.D., is a globally experienced leader, international speaker, performance improvement trainer and coach. He has worked with a diverse client base developed over 20 years including: The Department of Defense, Lockheed Martin, Kaiser Permanente, NOAA, NSA, Federal Law Enforcement Training Center, Sara Lee Foods, Social Security Administration and the CDC, to name a few. Dr. Garcia is also the Founder and CEO of Leadership Dynamics, a training and consulting firm specializing in leadership development. With a Ph.D. in Industrial Organizational / Behavioral Psychology, from Wright State University, Dr. Garcia has applied his education, expertise and experience to working with clients in the U.S., Canada, Europe, and Asia. He took his message to a broader audience when he released the audio series "The Mental Edge", which explores how the self-esteem and self-image affects professional and personal effectiveness. Dr. Alex Garcia is also an adjunct faculty member with the (OPM) Office of Personnel Management. Additionally, certified on a range of widely recognized programs and psychological assessments including Leadership and Conflict Management Coaching, 360-Degree Feedback Coaching, California Personality Inventory (CPI), Emotional Intelligence, Disc Behavioral Styles Assessments, LPI, Unconscious Bias Assessments and Project Management, to name a few. Dr. Garcia has trained, spoken to, and taught leadership and management skills to leaders of business, government, and education, and has built a reputation for providing passionate, energized and enthusiastic speaking and training sessions.

Help your employees experience the satisfaction of taking ownership, not just of their jobs, but of the organization as a whole. Establish an accountable workplace culture in which all employees, from the CEO to brand-new staff in an entry-level position, accept responsibility for their own success and for their role in the success of the entire organization.

