

Holding accountability discussion

Description

This two-day training is a tool for handling conversations when expectations are violated, commitments are broken and inappropriate behaviour.

Course Content

- **What accountability discussion to hold**
 - Pick the right level
 - Explore consequences and intention
- **Be prepared**
 - Master your thoughts and feelings
 - Look at the six sources of influence
- **Start an accountability discussion**
 - Build safety
 - Describe the gap
 - Listen to understand and ask questions
- **Help others want to take action**
 - Make the right behaviour motivating
 - Explore natural consequences
 - Match method and circumstances
- **When others face ability barriers**
 - Jointly explore root causes
 - Allow others to come up with workable solutions
- **Stay focused and flexible**
 - Create trust
 - If other problems emerge, decide how to deal with them
 - Respond appropriately when others become emotional
- **Agree on a plan and follow-up**
 - Decide who does what by when
 - Follow-up

Lab / Exercises

- Active and experiential learning methods with role plays and practical exercises to contextualise learning and make it relevant to their job
- Combination of group work and individual reflexion to raise self-awareness
- Models and techniques to help people get the most of this learning experience
- Personalised feedback

Documentation

- Digital courseware included

Participant profiles

- Managers
- Directors

Prerequisites

- No prerequisites

Objectives

- Raise and address sensitive issues
- Take charge of yourself and initiate the conversation
- Stay focus and maintain the dialogue
- Skilfully respond when your interlocutor becomes defensive
- Acquire skills to help your colleagues change attitudes

Niveau

Fondamental

Classroom Registration Price (CHF)

1300

Virtual Classroom Registration Price (CHF)

1300

Duration (in Days)

2

Reference

TEAM-CVS