

# 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