No More Excuses! Unleash the Power of Accountable Communication

Description: In this interactive session attendees will learn how to unleash the power of accountable communication to stop the blame game, banish excuses and boost productivity. A single, powerful factor separates super-achieving teams from those that throw around phrases like 'not my job' and 'nobody told me': Accountability. Humans are more creative, more responsive to challenges, and more capable of serving the needs of others when they are held accountable.

Great supervisors have a unique talent for tapping into employees' personal accountability. But teams with low levels of accountability are led by managers who are sloppy about defining roles, assigning ownership of tasks and ensuring individuals deliver results.

When managers haven't mastered this fundamental leadership skill, the consequences can be catastrophic. Projects stall, communication breaks down, people point fingers, morale tanks. And when star employees realize they don't work on a high-performing team, they head for the door.

Objectives of the Presentation:
- To improve teamwork and efficiency
- To raise employee productivity
- To diminish needless interpersonal conflict in the workplace

Why should you Attend:

When communicating goes wrong, from a misunderstanding that leads to a worksite mishap, to a worker taking personal offense to an off-hand remark, both individuals need to face how they contributed to the problem. While our human insecurities drive us into defensiveness and self-justification, everyone involved in a communication problem bears some degree of responsibility. Attend the session to learn how to unleash the power of accountable communication & to boost productivity.

Areas Covered

In this session you will learn how to:
- Recognize the symptoms of an accountability problem by learning what accountability does and doesn't look and sound like
- Shut down 'blamestorming' and identify the conditions that lead to this destructive behavior
- Master the power of asking 'accountable questions'
- Diagnose and remove common barriers to accountability: ego, fear, perfectionism
- Strike 'non-accountable' words and phrases from your vocabulary and replace them with 'accountable' words and phrases
- Teach employees how to acknowledge mistakes and take responsibility without making excuses or sounding weak
- Assume the important leadership role of 'problem giver'

Topic Background:

Those who are Accountable are ultimately answerable to the activity or decision. The most important place in the organization for the practice of accountability in communication is at the leadership level. The communication skills demonstrated by leadership set the tone for the communication practices demonstrated by the workforce.


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