

Crucial Accountability

Improve accountability, execution, and performance

Improving Accountability

A culture with weak accountability is one where those who see problems say nothing because they assume, they don't have the authority or skills to raise a concern. Research shows when people see accountability as "someone else's job" they waste time, resources, and morale—specifically, employees waste \$1,500 and an eight-hour workday for every accountability discussion they avoid. These costs skyrocket when you consider that 95 percent of a company's workforce struggles to hold their colleagues accountable.

Crucial Accountability is a course that teaches a step-by-step process for enhancing accountability, improving performance, and ensuring execution. By learning how to talk about violated expectations in a way that solves problems while improving relationships, you'll improve individual, team, and organizational effectiveness.

Training Outcomes

- Hold anyone accountable – no matter the person's power, position or temperament
- Master performance discussion by getting positive results and maintaining good relationships
- Motivate others without using power but clearly and concisely explaining specific, natural consequences, and permanently resolving problems
- Manage projects without taking over and creatively helping others avoid excuses, keep projects on track, and resolve performance barriers
- Move to action, agree on a plan, follow up, engage in good reporting practices, and manage new expectations



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