Crucial Accountability

Tuesday, March 14 AND Thursday, March 16, 8:00am - 4:30pm Each Day
The James B. Henry Center for Executive Development, Room B106/107
(Continental breakfast, registration, and networking at 8:00am; program begins at 8:30am)

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Do you dread having accountability discussions? Research shows when people avoid these discussions they waste time and resources, and erode morale. The impact skyrockets when you consider that 95 percent of an organization’s workforce struggles to hold their colleagues accountable. Crucial Accountability 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 will improve individual, team, and organizational effectiveness. This two-day program uses video, group discussions, skill practice, and real-life application to make the course both entertaining and engaging.

You will learn skills to:

- Hold anyone accountable—no matter the person’s power, position, or temperament.
- Master performance discussions—get positive results and maintain good relationships.
- Motivate others without using power—clearly and concisely explain specific, natural consequences, and permanently resolve problems.
- Manage projects without taking over—creatively help 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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