

Accountability: Managing for Maximum Results (1st Edition)

Course Specifications

Course Number: CCT-002_rev4.0

Course Length: Self-study or Classroom Training

Course Description

The 50-Minute Manager Series was designed to cover critical business and professional development topics in the shortest time possible. Our easy-to-read, easy-to-understand format can be used for self-study or classroom training, or even office training. With a wealth of hands-on exercises, the 50-Minute books keep you engaged and help you retain critical skills.

This self-paced book will teach you the techniques to manage employees for maximum results--either individually or as a team. Employees who feel a sense of "ownership" in their organization and their work are more responsible and productive. After completing this course, you will have the critical skills to increase employee self-confidence and success, establish positive expectations and rapport, delegate effectively to get the results you need, and strengthen communication and trust through active listening.

Course Objective: The learning objectives for Accountability are listed below. They have been developed to guide you, the reader, to the core issues covered in this book.

The Objectives of this book are:

- To explain how building relationships that support maximum accountability is beneficial to the organization and the individual.
- To describe how to establish positive expectations and rapport through the use of active listening skills.
- To explain how to delegate effectively so that employees are empowered and motivated to be accountable for results.
- To provide tips and tools for improving communications and creating win-win relationships.

Course Content

Part 1: The Case for Accountability

- Getting Work Done Through Others
- Gathering Feedback

Part 2: The Manager-Employee Relationship

- Establishing Positive Expectations
- Creating Rapport
- Using the Pacing Technique
- Improving Listening Skills
- Common Responses and Their Risks
- Diffusing Emotion Through Active Listening
- Lessening Employee Dependency
- Developing Relationship Contracts

Part 3: Leadership & Management Skills

- Defining Leadership
- Setting Goals to Communicate Your Vision
- Involving Employees to Create Buy-In
- Determining the Action Steps
- Empowering Employees Through Delegating
- Recovering and Learning from Mistakes

Part 4: Communication Tools That Build Accountability

- Matching Personality Type
- Communicating Win-Win Messages
- Giving Strokes to Get Results
- Confronting Unacceptable Behavior
- Performing a Relationship Audit

Part 5: Follow-Up Ideas for Skill Development

- Maintain Your Momentum
- Establish an Action Plan
- Reward Yourself
- Continue to Work at It

Appendix

- Appendix to Part 1
- Appendix to Part 2
- Appendix to Part 3
- Appendix to Part 4
- Additional Reading