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 Outline

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