

Ownership and Accountability: Building a Winning Team

OEM: AMA • Code: 02611

COURSE DESCRIPTION

You're expected to take charge, set strategy and empower people. Are you giving your team the right ownership and accountability to level up their performance? This is your course to get laser focus on building trust and establishing clear performance expectations. Because without accountability, no one is truly owning the work and things can fall through the cracks. If you want to foster positive relationships, lower stress, and create a sense of accomplishment while improving productivity, you'll get those skills here.

AUDIENCE PROFILE

- Managers, team leaders, project managers and other leaders who want to ensure their teams meet deliverables, especially in unpredictable work environments.

PREREQUISITES

- This section doesn't contain any content.

COURSE OBJECTIVES

By the end of this course, participants will be able to:

- Increase speed and execution to help your team achieve the best outcomes
- Recognize how to make your expectations clear to others using specific agreements
- Prevent poor performers from undermining and eroding the performance of others
- Foster a culture of trust and transparency as well as a sense of accomplishment
- Taking the Mindset of Accountability assessment
- Fostering a culture of self-empowerment
- Demonstrating accountability and trust building
- Defining “_the accountable ‘we’_”: How accountability impacts individual and team performance
- Making and agreeing on key metrics and milestones
- Leveraging accountability as the competitive edge that drives superior performance
- Create a culture where team members engage fully in their work
- Influence team members to take ownership of both individual and collective results
- Build stronger teams through mutual accountability
- Reduce conflict when addressing performance issues

- Use tools to encourage accountability in others

COURSE OUTLINE

Module 1: Understanding the Accountability Framework

- Recognize the relationship between accountability and ownership
- Distinguish between “unwilling owner” vs. “willing owner”—mindset
- Assess where you are on the accountability/ownership mindset scale

Module 2: Taking Ownership for Results

- Distinguish between individual and collective forms of ownership
- Classify what you own and what the team owns for role clarity effectiveness
- Recognize how role clarity supports improved results and establish a framework for role clarity
- Map developing the team through mentoring, coaching, and managing
- Explore ways to grow ownership and accountability through coaching
- Apply a Performance Guidance Model to inform and enable ownership

Module 3: Shifting from Blame to Ownership

- Reflect and reset existing norms within the team
- Use structured reflection to transform setbacks into learning opportunities
- Improve communication strategies
- Identify and implement communication approaches that are positive and productive and eliminate finger-pointing and blame

Module 4: Cultivating a Team Environment of Accountability

- Understand the accountability conversation model
- Demonstrate the I, We, You approach to conflict-free accountability
- Deliver and obtain accountability-focused feedback with confidence

Module 5: Team Ownership Implementation

- Explore the team ownership ecosystem and determine which behaviors and tools are best for each level
- Distinguish management approaches between manager-intensive levels where team members are lower on the ownership scale, and self-directed where everyone owns results and holds each other accountable
- Apply the Clear Expectations Worksheet strategically—understanding when managers should instigate its use vs. when employees should drive its use

Module 6: Navigating Team Dynamics and Resistance to Ownership

- Identify your priority gaps to support building a winning team
- Apply five tools to address anticipated obstacles and build ownership in others
- Create and review a Personal Ownership Action Plan and develop a Team Implementation Plan