

Holding People to Account

Course Outline



Learning Outcomes

On completion of this workshop series, participants will be able to...

- Understand the 5 building blocks that enable managers to set their team members up for success
- Describe the SIMPLE model of accountability
- Assess the degree to which they are successfully implementing the processes and behaviours that support the fostering of accountability, ownership and performance
- Identify practical actions to help leaders strengthen their practice and improve their confidence to facilitate accountability-based conversations



Pre-work – Complete a pre-program self assessment, Read the DiA blog ‘Is this your best work?’

Workshop Outline

1. Accountability fundamentals

- What do we mean by holding people to account? What does it look like when it does and doesn't happen? What can be most challenging? What are the consequences if we don't hold people to account?

2. The 5 building blocks that support the performance of the people we lead

3. Using the SIMPLE model of Accountability

- **Setting clear expectations** : What is expected – by when – and to what standard?
- **Inviting commitment** : Securing buy-in
- **Measuring progress** : What are the appropriate check-in and review points?
- **Providing feedback** : Principles of effective feedback, the secret to giving effective feedback
- **Linking to outcomes and consequences** : Alignment, hurdles and triggers
- **Evaluating effectiveness** : Tweak? Repeat? Reward? Release?

4. Next steps if expectations continue to not be met

- Engaging in informal conversations to address unsatisfactory performance – including the Performance Improvement Plan
- Navigating the formal process for unsatisfactory performance

5. Actions and insights

- Identification of actions to take back to work

6. Follow up facilitated conversations (2 x 1hr - 2-4 weeks after the first workshop)

- Exploration of progress with actions in practice, support in addressing gaps

2-3
Hours
+ 2 x
1hr