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# Performance Management and Employee Accountability

Building a culture of accountability is key to organizational success. People who embrace accountability at work are happier, more motivated employees ■ high performing, more invested in company goals and more productive overall.

Of course, accountability doesn't always come naturally ■ and you can't force it. But as a leader, you can encourage, promote and reward it. And you can give your employees the tools they need to understand how it works.

This full-day training program provides the strategies you need to coach your employees to high performance. You'll learn how to clearly define performance standards, establish specific and attainable goals, connect with employees and create accountability plans to track performance and review progress. Best of all, you'll become a stronger leader ■ able to confront and manage performance problems, provide useful feedback and avoid common performance management mistakes.

## Module 1

### Performance With Purpose

- ✓ Relate organizational intelligence to finding purpose in your job
- ✓ Explain the impact of abilities, strengths, intelligence and knowledge in day-to-day behaviors
- ✓ Discuss how competencies are related to role management

## Module 2

### Establishing Job Responsibilities and Setting Goals

- ✓ Define performance objectives and identify expectations, based on job requirements
- ✓ Establish employees' goals and monitor their progress
- ✓ Identify areas of employee accountability and encourage them to commit to supporting the team and its goals

## Module 3

### Supporting a Culture of Achievement

- ✓ Learn how to motivate employees through high levels of communication
- ✓ Write accountability plans with each employee to measure and track performance
- ✓ Create an atmosphere that fosters accountability, promotes trust and encourages collaboration

## Module 4

### Leading With Influence

- ✓ Discuss how to build and maintain rapport
- ✓ Identify why influence requires planning ahead
- ✓ Explore how to use influence for more meaningful conversations

## Module 5

### Managing for High Performance

- ✓ Confront and manage performance problems effectively
- ✓ Learn ways to make feedback feel more natural
- ✓ Discover strategies to avoid common disciplinary action errors

## Module 6

## Applying Workplace Emotional Intelligence Tools

- ✓ Discuss the significance of team EI
- ✓ Describe leadership strategies for developing team EI
- ✓ Identify methods to help team members handle workplace stress

