






# Accountability & Performance Improvement

## FACTSHEET

High performing teams don't make it by accident. They know their key result areas, have stringent goals and are willing to take responsibility.

-  **1-2 hours + debrief**
-  **6-24** (in pairs of teams, with 3-6 per team)
-  **For staff at any level**
-  **No computer required**
-  **395** (hard & digital copy) or **345** (digital copy) ex VAT



## Accountability and Performance Improvement



## Learning objectives

- an introduction to what accountability is all about
- identifies how a lack of accountability has negative effects on performance
- motivates staff to embrace initiatives and take responsibility for their actions
- shows how job descriptions, key results areas and specific goals create a 'can do' culture
- encourages staff to be critical of their own work ethic

## About the activity

Participants are organised into pairs of teams and read comments from both managers and staff in a 'mythical' organisation. Their task: to identify what is going wrong and what should be done about it. When the two teams come together to prepare a presentation, they soon realise that one team has been looking at comments from managers and the other at the staff point of view. They now have the complete picture.

It is clear that no-one is taking ultimate responsibility. Following the analysis period, teams focus on their own roles and behaviours and plan how they can improve.

Very often, staff fail to take proper responsibility for their actions. It's never their fault, someone else is always to blame etc. And often problems occur because someone did not think for themselves and did not 'take ownership' of the issue.

Managers too can be just as guilty of the 'blame game' – poor results, for example, are blamed on the market, change is put off because 'it'll never work'.

This activity exposes all these excuses and paves the way for greater accountability and performance improvement at work. Being reasonable and pro-active is fundamental to team effectiveness – and to the success of the whole organisation.

## Pack contents

- Trainer's Notes
- Team Brief – Managers
- Team Brief – Staff
- Handout: What Would You Do?
- Handout: Key Results Areas
- Handout: Boundries & Lines of Control
- Handout: Future Goals
- Handout: Common Enemies of Accountability
- Organisational Chart

This activity is for face-to-face & virtual training. It is supplied as a hard copy pack and digital files are supplied via the Northgate Trainerhub (or you can purchase digital files only).

## Five-year licence

This Northgate training activity comes with a five-year licence for repeat use with up to 24 participants. A licence is required for each site (or remote hub). To use with larger groups or for multiple site licences please contact us for a quote.

## Ideally suited to

Reminding participants of their key result areas. In particular, the importance of taking ownership.

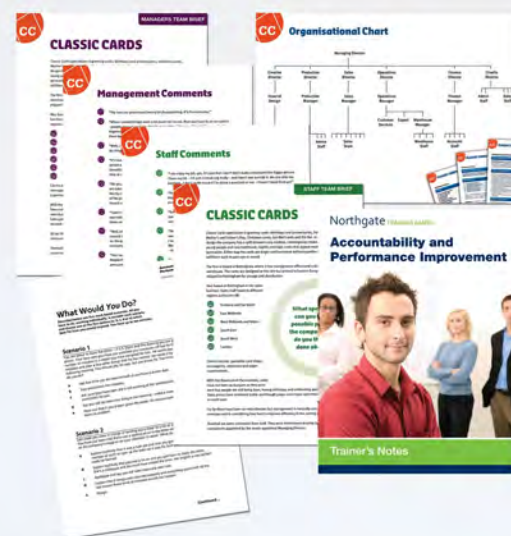
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### Customer reviews

“ Every activity we have purchased from Northgate has been very *effective* and *well received* by delegates. Recently we incorporated Accountability and Performance Improvement into our in-house training course for team leaders and it *worked really well*.  
**Craig Leonard, Head of HR, Barnsley College**

“ This activity worked *very well*. It helped my participants to *practise* the accountability concepts, *reflect* on their own situations and to be more aware about the importance of accountability in their workplace.  
**Juan Losada, Tesoro Consulting LLC, California**



### Trainer's role (full guidance supplied in Trainer's Notes)

- Divide the group into pairs of teams (3-4 people per team) and issue one with the Staff Brief and the other with the Manager Brief.
- After 20 minutes put the pairs together to share findings and knowledge and prepare presentations on the state of the organisation.
- After 30 minutes observe the presentations. Issues all relate to problems caused by lack of accountability and poor performance from both individuals and management.
- Lead a debrief on the key issues that emerge. Have teams identified root causes? Ask them to suggest appropriate ways of solving the issues.
- Teams then review their own job descriptions and KRAs (Key Results Areas).
- Additional handouts enable you to extend the learning and draw up individual Action Plans to improve overall accountability and performance back at work.

### Northgate says...

A great, practical way to improve staff awareness of accountability, including the opportunity to reflect on their own situations. This interactive activity provides a roadmap to greater productivity in the workplace.

### Ordering is easy!

- 📄 [northgatetraining.co.uk](http://northgatetraining.co.uk)
- ☎ +44 (0)1225 484990
- ✉ [sales@northgatetraining.co.uk](mailto:sales@northgatetraining.co.uk)

### Fast delivery

Digital files are accessed via our online Trainerhub and the hard copy pack is sent via courier:

- £15 UK (next working day)
- £29 Europe (1-3 working days)
- £39 International (1-5 working days)

### Our guarantee

If you are not 100% happy we offer a 30-day no-quibble returns service on unused goods.



### Northgate customers

