1 – DAY ACCOUNTABILITY FOR BUSINESS

Introduction

Do you wish to get your team members to follow what you say? If your answer is yes, you should seriously consider achieving it without force and threatening them physically or mentally.

Working with people is more challenging than working with machines. You can fine-tune machines, but you cannot do the same to people. Managing people requires you to be more inspiring and influential yet professional. You must seek to understand their "sub-conscious" needs and formulate strategies to achieve maximum outcomes.

Course Objectives

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

- To fine-tune your capabilities and understanding of workplace ownership; to ensure a higher sense of responsibility and accountability.
- To sharpen your skills in executing effective delegation; thus motivating team members along the way by contributing to succession planning.
- To build high resilience team synergy through building trusting working relationships, thus minimizing destructive conflict.
- To grow team members' capabilities through effective coaching and cultivate a higher level of workplace empowerment.

Methodology

- Lecture - Theory, Concept & Model (20%)
- Reflection - Gibbs' Reflective Cycle (20%)
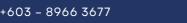- Case Study & Practical Solutions (50%)
- Best Practices Identification (10%)

Who Should Attend?

- Division & Department Managers
- Section & Assistant Managers
- Heads of Department
- Senior Executives

Course Outline

MODULE 1: UNDERSTANDING TEAM MEMBERS' NEEDS: STRATEGIES TO CULTIVATE WORKPLACE ACCOUNTABILITY

- Understanding the core meaning of "accountability" and its impact on long-term business survival.
- Secure "buy-in" to shift your team members' attitude; link with their personal intrinsic motivational needs.
- The 5 strategies on dealing with negative or limiting beliefs team members, e.g. problems are headaches.
- 3 ways to overcome "victim mindset" team members; how to replace it with behaviour of accountability.
- The danger of "stereotyping" among team members in the workplace and reducing its negative impact.
- Be extremely clear between "conflict" and "bullying"; solve the issue based upon company core values.
- Rebrand yourself as your team members' preferred leader by creating a sub-conscious "aura of followership".

MODULE 2: UNDERSTANDING WORKPLACE DELEGATION: STRATEGIES TO MOTIVATE PEOPLE VIA DELEGATION

- Explore and identify core benefits of delegation to these 3 parties, i.e. "team members", "leaders", and "organization".
- Effective team leaders must adopt these "6 approaches" to maintain balance & create a high-performance workforce.
- Formation of "delegation quadrant" and how to capitalize its benefits towards your advantage as a team leader.
- The needs for you to identify "urgent" and "important" tasks; working towards setting priorities in workplace.
- Overcome the communication barriers in the delegation, utilizing "Johari's Window" as your core platform tool.
- 3 important reasons you must avoid "reverse delegation"; maintain high morale among team members.
- Fully utilize the function of "co-delegation" and "check-point" in your delegation process to achieve optimum outputs.

MODULE 3: UNDERSTANDING WORKPLACE CONFLICT: STRATEGIES TO RESOLVE CONFLICT WITHOUT FORCE

- Understand the 6 types of conflict often found in any team setting; what a team leader must do.
- The 7 most unwanted behaviours that contradict the philosophy of ownership in workplace.
- Expand your "area of good understanding" to accommodate intrinsic needs, i.e., ensure mutual respect.
- Adopt the formula: A.B.C.D. of "trust-building" to create stronger bonding among your team members.
- What is "constructive conflict"? Understand the 4 benefits of constructive conflict & how to apply it in the workplace.
- How to avoid the 4 harmful elements of "destructive" workplace conflict and prevent it.
- Internalize the "active" approach to resolve conflict and be aware of shortcomings of the "passive" approach.

MODULE 4: BUILDING STRONG & DEDICATED TEAM: HOW TO FORMULATE STRATEGIES THROUGH COACHING

- Benefits of G.R.O.W. coaching model and how to practise it correctly to reap its hidden benefits.
- Structure your coaching session with your team members to determine your ultimate team success.
- How to "motivate" adults to learn? The 4-steps learning cycle focuses on "reflection" instead of "instruction".
- **Goal**: How to coach your team members to set their goals based upon the S.M.A.R.T. principle.
- **Reality**: How to stimulate "self-evaluation" realization; ultimately determine your overall coaching success.
- **Options**: How to generate ideas that contributes to solution, i.e. coach team members to solve their problems.
- **Way Forward**: How to crystalize their "options" into solid "action plan" that is executable.