

# The Accountability Experience

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**Frequently Asked  
Questions**

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Published by Pfeiffer

An Imprint of Wiley

989 Market Street, San Francisco, CA 94103-1741

[www.pfeiffer.com](http://www.pfeiffer.com)

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SKU: 978KPART12593

Package ISBN: 978-0-470-60464-9

Acquiring Editor: Holly J. Allen

Director of Development: Kathleen Dolan Davies

Development Editor: Susan Rachmeler

Production Editor: Dawn Kilgore

Editor: Rebecca Taff

Manufacturing Supervisor: Becky Morgan

Printed in the United States of America

Printing 10 9 8 7 6 5 4 3 2 1

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## Why accountability?

In organizations today, everyone is feeling the pressure to meet ever-increasing expectations with less time and money than ever before. Stress, burnout, and disengagement are commonplace. Yet, in organizations that embrace accountability, results, retention, and morale flourish. Why? Because accountable individuals negotiate clear agreements, build strong partnerships, feel more in control of outcomes, and, as a result, are less stressed and more productive. In this workshop, participants discover the powerful personal and organizational benefits of individual accountability and the strategies to make it happen.

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## What is *The Accountability Experience* designed to accomplish?

This workshop builds the mindset and skills associated with accountability. As a result of actively participating, participants will be able to:

- Do things more effectively and with less stress
- Feel a sense of accomplishment in their jobs
- Develop stronger, more positive relationships
- Improve personal productivity and satisfaction

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## What skills and behaviors are covered?

During this workshop, participants are introduced to the Accountability Cycle and its three phases: responsibility, self-empowerment, and accountability. Each phase is fully explored and participants have the opportunity to practice a range of skills and tools including:

- Use of the Clear Agreement Form
- Empowered Language
- Declining an Agreement
- Renegotiating an Agreement
- Learning from Past Successes
- Holding Themselves and Others Accountable

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## What individual components are included in this program?

Conducting *The Accountability Experience* Workshop requires the following materials:

- Facilitator's Guide: A detailed, step-by-step guide for planning and delivering a powerful learning experience that builds individual accountability. Included in Part 1 are

important background information, suggestions about the audience and room setup, and instructions about how to use the *Accountability Assessment*. Part 2 includes all of the scripting, notes, discussion questions, and activities required to conduct *The Accountability Experience*. Part 3 includes pre-session correspondence templates, a sample email about the online assessment, and chart masters.

- **Flash drive:** All facilitator support materials, including a PowerPoint slide deck with embedded video clips, are made available to you electronically for tailoring, printing, and workshop use. The flash drive is included with your purchase of the Facilitator's Guide.
- **Participant Workbook:** A comprehensive takeaway that includes critical content, worksheets, and forms used during the workshop, as well as additional tools for on-the-job use.
- **The Accountability Assessment:** A self-administered assessment designed to elevate awareness of key concepts and surface opportunities for enhanced levels of accountability. Paper-based and online options are available.
- **Poster:** The poster is for use during the workshop. It visually outlines the cornerstones for the program, including the three steps of the Accountability Cycle and the Clear Agreements component as the foundation.
- **Accountability Experience Card:** A reminder card for participants that outlines the key takeaways from the workshop to help them strengthen their commitment to accountability.

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## What components do I need to purchase to start?

For yourself, you'll need a Facilitator's Guide (which includes a copy of all the other components). For each participant, you'll need a Participant Workbook and, if desired, an assessment (either the paper or online version).

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## Who can benefit from this program?

*The Accountability Experience* is designed to meet the needs of individual contributors, supervisors, managers, and directors in a wide range of industries, including the public sector. Senior executives may go through the entire workshop or a shortened overview to ensure understanding, support, and modeling of key concepts. Executive and management support will create the optimal conditions for this program to deliver the greatest results. It is important to note, however, that even without management support, individuals who attend this training and are committed to change can still create powerful results on their own.

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## What is the optimal group mix?

While the workshop works across job titles and levels, you may implement the workshop by scheduling classes that are comprised of homogenous groups (all managers or all non-managers). Alternately, the workshop can be highly effective when delivered to intact work groups/management teams.

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## What is the ideal group size?

A group size of twelve to eighteen participants is preferred because the topic of accountability is likely to generate in-depth discussion. This relatively small group size also allows you to manage the program logistics.

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## How long is the program?

*The Accountability Experience* is a full eight-hour day of training (6.5 hours of instruction, a 60-minute lunch, and two 15-minute breaks).

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## How much preparation time is required to effectively facilitate *The Accountability Experience*?

Take the following steps in order to prepare to facilitate *The Accountability Experience*:

- Familiarize yourself with the materials. [4 hours]
- Distribute the Pre-Correspondence and the Accountability Assessments (including online login information for the online version of the assessment). [30 minutes]
- Ensure the scored reports are available for each online assessment-taker. [20 minutes]
- Rehearse your facilitation of the workshop. [8 to 16 hours]
- Prepare charts, slides, and handouts. [1 hour]
- Set up the room according to suggested layout. [30 minutes]
- Test the laptop and projection equipment to ensure that it works. [15 minutes]

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## Do I need any special skills to facilitate *The Accountability Experience*?

Facilitating *The Accountability Experience* does not require special skills or certifications. The program is well-documented and extensively tested to ensure consistent results. That said,

additional background information about accountability is helpful in terms of building your own confidence. A bibliography is supplied in the Facilitator's Guide, providing several resources to review.

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## **What is *The Accountability Assessment* designed to measure?**

The assessment is designed to measure an individual's mindset in four categories:

- Personal Responsibility
- Personal Accountability
- Team Empowerment
- Perception of Organizational Culture

A Likert scale is used to measure the participants' strength of agreement or disagreement with the seventy-three assessment items. Measuring the attitudes and reactions to the assessment items is what indicates the "mindset" of each participant.

The assessment is not a test. It helps us understand "thinking" to more accurately predict an individual's behavior and the behaviors that exist in an organization. Results of 85 percent or higher indicate "high-performance" mindsets, which lead to high-performance behaviors (as defined by the workshop's model).

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## **How many and what type of questions are there in *The Accountability Assessment*?**

There are seventy-three statements in *The Accountability Assessment*. The statements ask for the participants' reactions, using a Likert scale, to items in each of the four categories listed above.

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## **How is *The Accountability Assessment* scored?**

The statements in each category are scored on a 5-point Likert scale from "strongly disagree" (1) to "strongly agree" (5). Ten of the seventy-three statements are reverse-scored. For these ten statements, "strongly agreeing" or "agreeing" with a statement is scored negatively.

Twenty-one of the statements are used in more than one category.

Complete instructions for hand-scoring the hard-copy self-assessment are contained within the assessment. For online users, the assessment is automatically scored and a results report generated.

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## **How are *The Accountability Assessment* reports presented and what do they reveal?**

Individual reports are generated with scores, feedback, and suggestions relative to:

- Overall Results
- Personal Responsibility
- Personal Accountability
- Responsibility/Accountability Gap
- Team Empowerment
- Perception of Organizational Culture

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SKU: 978KPART12593

Package ISBN: 978-0-470-60464-9