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College Africa Group – Employee Accountability

An article in the March 11, 2010 edition of TIME magazine purported to explain “why we have entered the post-trust era.” Indeed, we seem to be in a time where people act inappropriately and then refuse to take responsibility for their actions. Who can we blame for the world economic crisis, or issues with religion, or the outcomes of our governments, or the state of the environment? More to the point, why do we spend so much time and energy looking to pin the blame on someone (usually anyone but ourselves)?

With this in mind, it’s no wonder that organisations who promote accountability are more successful and more productive. In this one-day workshop, you will learn about what accountability is, how to promote it in your organisation, and how to become more accountable to yourself and others.

This one-day course will teach participants how to:

- Understand what accountability is and what events in history have shaped our view of it
- Identify the requirements for personal and corporate accountability
- Apply the cycle of accountability and the fundamental elements required to build an accountable organisation
- Describe what individuals must do to become accountable
- Build skills required for accountability, including goal setting, giving and receiving feedback, and delegation
- Pinpoint ways to build ownership in your organisation
- Isolate areas for further self-improvement

Defining Accountability

To get started, participants will learn what accountability is. Then, they will explore how history has shaped the recent call for accountability in society. Finally, participants will discuss practices that encourage and discourage accountability personally and professionally.

Creating an Accountable Organisation

This session will explore the accountability cycle, the building blocks of accountability, and how participants can start being more accountable.

Setting Goals and Expectations

In order for people to be accountable, they need to know what they are going to be accountable for! This session will explore two ways to do this: set goals with employees and communicate expectations in a structured way. Participants will also learn ways to create ownership in their organisation.

Doing Delegation Right

Delegation is key for building accountability in an organisation. This session will give some participants ways to delegate successfully.

Offering Feedback

Next, participants will learn ways to give constructive feedback.

A Toolbox for Managers

To conclude the course, participants will explore areas for further learning.

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