**Overview**
This course teaches a straightforward, step-by-step process for identifying resolving performance gaps, strengthening accountability, eliminating inconsistency, and reducing resentment. It uses video, group discussions, skill practice, and real-life application to make the course both entertaining and engaging.

**Target Audience**
This course is beneficial for people in roles across the entire university – from leadership to front-line employees. Anyone who relies on the efforts of others to get things done will benefit from attending Crucial Accountability.

**Learning Objectives**
By the end of the workshop, participants will be able to:
- Get positive results and maintain good relationships
- Clearly and concisely explain specific natural consequences, and permanently resolve problems.
- Engage in good reporting practices and manage new expectations.

**Competencies**
- Communicate and Influences Effectively
- Builds Productive Relationships
- Builds Capability
- Managing Conflict

**Course Content**
- Identify the gaps that are keeping you stuck
- Review the Crucial Conversations skills you’ve already learned
- Remember to create safety
- Share what was expected vs. what was observed
- Understand what is causing the gap
- Use the Six Sources of Influence to see how other people and things are impacting the gap
Brainstorm ideas in all three sources of ability barriers
Motivate others by identifying natural consequences of the gap
Explore the three sources of motivation
Turn solutions into actions
Close the gap for good

Who Needs to Take This Course?
1. Individuals who want to hold others accountable
2. Individuals who want to motivate others without using power
3. Individuals who want to turn solutions into actions

Format / Length of Course
Format: Classroom
Length: 8 hours

Cost
$175 per participant for materials

Programs / Tracks Associated with this Course
None

Prerequisites
All participants must attend Crucial Conversations before attending this course.

Related Workshops
- Crucial Conversations
- Influencer

Pre-Work Required?
No

Manager Actions Required
Pre-Class:
• Talk with your employee about strengths and developmental opportunities related to the competencies.
• Relate the information from the course to their job specific responsibilities.
• Ask the employee how they believe they will benefit from the workshop.

Post-Class Support:
• Have a discussion with the employee about their impression of the workshop.
• Help the employee identify situations where they can apply the course content.
• Give the employee feedback about how they are demonstrating the behaviors.