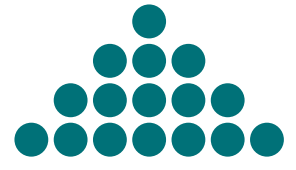


How to

Improve Employee Accountability



No more blame games, “it’s not my job” attitudes or finger-pointing. Managers will learn how to empower employees to take responsibility!

In this one-day seminar, you will:

- Identify what accountability means to your team, your department and your organization
- Establish an accountable workplace culture to enhance self-direction and engagement
- Be the change: model accountability-accepting behavior and assertive communication skills
- Break down barriers to build a more purposeful and responsible workforce
- Communicate openly and honestly to build an atmosphere of trust and respect
- Educate employees about expectations so they want to take ownership
- And so much more!

**STOP
THE BLAME
GAME**

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Employee Accountability

Good for the Company; Good for You; Good for Employees



You've experienced the frustration and irritation of dealing with emotionally detached employees who are not invested in the organization's bottom line. These staffers show up at the last possible minute, do the bare minimum and head home the second the clock hits quitting time. Next thing you know, the employees you wish you could clone – the core group that works hard and takes full responsibility for every decision – are infected with the “negativity virus” and morale plummets.

Stop the negativity before it brings down productivity and morale!

When you get everyone to pull together and work side by side to achieve the organization's goals, you do so in the most efficient, productive way possible. And the best part: the company benefits because overall productivity and morale increases. Also, an accountable workforce basically manages itself! Imagine being freed up to focus on something other than day-to-day drudgery and disciplinary issues. Employees benefit because they are empowered and held accountable for their own success and that of the company as well. They will look forward to more challenges and rise to the task at hand.

This seminar was created for YOU!

How to Improve Employee Accountability is a one-day seminar you won't want to miss. This program was created for supervisors, managers and team leaders who want to achieve increased employee accountability through an organizational culture that breaks down silos, welcomes innovation, fosters involvement, treats employees with respect and rewards doing the right thing. Reap the business results of an accountable workforce and attend this seminar!

What you will discover:

Learn how to help your employees realize the importance of every position, including their own. Inspire your employees to embrace their responsibilities and improve their overall job performance. This empowerment will have a tremendously positive effect on your company. This new environment will bring:

- A happier, motivated workforce to succeed
- An organizational culture that encourages honesty and personal responsibility
- Employees who enjoy their work and continue coming back for more
- Less turnover and boosts in productivity
- And so much more!

In just one day, you will learn...

- The differences between responsibility and accountability, and why they both matter
- How social media can enhance communication among all employees and instill a sense of organizational relevance
- How to help employees construct self-empowerment statements that focus on what they can do rather than what they can't
- Tips for identifying and eliminating words and phrases that undermine accountability
- Strategies for creating a cultural shift from "taking the blame" to "being accountable"
- Techniques for evaluating employee satisfaction to avoid turnover

Who should attend?

- Supervisors and managers ready for a new era of accountability in their office
- Small and large business owners who rely on employees to help run their business
- Aspiring and soon-to-be promoted supervisors who realize that employee accountability can bring real change to the office
- Non-profits and organizations that have big jobs but a small staff

What happens if you DON'T attend this seminar?

- Morale plummets, customer service declines, profitability falls below expectations
- Projects are not collaborative or a best work, and often not even done on time
- When something goes wrong, your employees look for others to blame
- No one feels it is their responsibility to improve a process or fix a problem
- There is a problem you may not even know about. Most likely because your team is dreading the negative consequences and avoiding blame



Free Digital Resources for Every Participant

Your registration includes a variety of seminar resources that highlight pertinent information. These materials are offered digitally—making learning interactive and easily accessible. Reference these materials time and time again to recall key points and problem solve.

GUARANTEED RESULTS!

All of our seminars are **100% SATISFACTION GUARANTEED!**

We're confident this seminar will provide you with essential skills to confidently lead your staff. If, for any reason, you are dissatisfied, send us a letter (Attn: Customer Relations) within 30 days of your seminar attendance stating the reason you were not satisfied, and we'll arrange for you to attend another one of our seminars or receive a full refund — *hassle-free.*

How to Improve Employee Accountability



Course Content

Program Hours: 9 a.m. - 4 p.m.

This seminar is packed with information! It will be well worth the investment for you, your employees and your company. There will be four key questions you will focus on throughout the seminar. The answers just may be the turning point you need within your organization.

These questions are:

1. What does accountability mean to you and your organization?
2. How do you develop accountability?
3. What are some obstacles you will need to overcome?
4. How do you maintain an accountability culture?

What does accountability mean to you and your organization?

Dive right in to the most important part of the session – the meaning of accountability and why it is critical to the success of your company. Reflect on your own beliefs to see positive change within your department and organization.

Plan to learn:

- How accountability motivates us to do our best and leads us to greater satisfaction within our jobs and therefore, our lives
- How to create a sense of “we’re all in this together”
- Techniques for aligning employee performance goals with the organizational mission and vision
- Identify high-performance behavior: what it looks like, what it entails and how to emulate it
- How to set accomplishable goals to encourage employee ownership
- Tips for conveying clear and specific results and expectations
- A constructive, blame-free method for holding people accountable



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How do you communicate with accountability?

To create accountability, you need to be resolute in your efforts and prepared for open communication. There will be questions and you will be ready with the right answers at the right time.

- Strategies for establishing a culture built on trust, mutual respect and personal responsibility
- Learn the best path to accountability: a collaborative leadership
- Procedures to increase employee involvement and give them opportunities to flex their leadership skills
- The benefits of cross-training among departments and divisions: unearth hidden talents, eliminate redundancies and improve relationships

What are some obstacles you will need to overcome?

The only thing that is constant is change. Yet, as creatures of habit, it is change that impacts us most. It may even scare us. It should be no surprise that with a focus on accountability, there will be roadblocks to change. Be ready.

- Identify existing issues that are barriers to accountability
- How to handle employees with unacceptable behavior, including finger-pointing, not taking responsibility for their mistakes and lacking in professional manners
- Drop the guilt and quit worrying about other people's feelings for holding them accountable
- Identify and plan for accountability issues before they wreak havoc
- How to hold virtual/global/distributed workforces accountable

How do you maintain an accountability culture?

Once you have an accountability culture in place, it is paramount to prevent backsliding to your previous ideology. You need to stay on top of the change cycle. Review and analyze performance. Reward success and be sure to accentuate the positives of this new practice.

- Develop strategies to keep employees on track
- Document and share progress with employees
- Coach for engagement and ownership
- Be honest in your own communication and behaviors
- Remember, success breeds success: recognize and reward accountability
- Reward performance that goes beyond stated expectations
- Involving employees in the hiring process saves you time, increases their commitment AND helps you hire the right people



**STOP
THE BLAME
GAME**

Help your employees experience the satisfaction of taking ownership, not just of their jobs, but of the organization as a whole. Establish an accountable workplace culture in which all employees, from the CEO to brand-new staff in an

7

Great reasons to attend this seminar

1. **Improve Yourself.**

Become the manager you want to be. Enhance your communications and be at the helm of real change within your organization. Model accountability-accepting behavior. Establish a leadership presence worthy of good employee performance decisions. Employees will want to deliver better results.

2. **Improve Your Employees.**

Employees want to be involved in decisions and initiatives that affect them. Further increase buy-in and enhance a sense of ownership they haven't had by including them in important processes such as hiring, on-boarding and mentoring. This will lead to responsibility-taking positives NOT accountability-shirking negatives. A sense of self-worth excites and empowers your employees to be better, not only for you – but for themselves.

3. **Improve Your Company.**

Give individuals and teams within the organization something to aim for with clearly stated goals and accompanying rewards. When each member knows what direction the company is heading, they are sure to come with you. Employees sometimes miss the big picture of how their job impacts the success of the organization. With this new accountability that includes employee ownership, you will see high-performance behavior, increased productivity and a better bottom line.

4. **Motivate More, Manage Less.**

Accountability motivates us to do our best and leads to greater satisfaction with our jobs and even our lives. Monitor performance goals, offer empowering and constructive feedback while employees take responsibility for their actions. They will exceed your expectations and request less time from you on unproductive or trivial tasks.

5. **Eliminate Workplace Frustrations.**

Eliminate departmental silos and create a culture of collaboration. When the team realizes that they are all in this together, it leads to improved job satisfaction and boosts morale.

6. **Collaborate More; Argue Less.**

By collaborating with employees to develop their own goals and enhance their job performances, you have opened the door to new opportunity. Now, they are part of their own destiny. They can't argue with something they have helped create. A collaborative leadership approach is the best path to accountability. Be the change you want to see and your employees will emulate it.

7. **Enhance Your Career.**

Turning around an organization to increase employee accountability is a huge task. As you know, anything worth doing is worth doing well. Get the tools you need at this seminar to help you mold a better workplace. And when you do, there will be obvious rewards and benefits. This is a career-enhancing opportunity – **take it!**

Registration Information

Enroll Today! Hurry, our seats fill fast. Guarantee your enrollment by paying your tuition today. You will receive a confirmation once your registration is complete. **Payment is due before the program.**

Quick Confirmation! To receive your confirmation within 48 hours, please complete the Quick Confirmation section of the registration form. Be sure to provide us with your email address and/or fax number.

Program Schedule

Check-in: 8:30 a.m. – 9:00 a.m.

Program: 9:00 a.m. – 4:00 p.m.

Cancellations and Substitutions

You may cancel your registration up to 10 business days before the program, and we will refund your tuition less a nominal cancellation fee. Substitutions and transfers may be made at any time to another program of your choice scheduled within 12 months of your original event. Please note, if you do not cancel and do not attend, you are still responsible for payment.

Please Note

- You will be notified by email, fax and/or mail if any changes are made to your scheduled program (i.e., date, venue, city or cancellation).
- Walk-in registrations will be accepted as space allows.
- For seminar age requirements, please visit <http://www.pryor.com/faq.asp#agerequirements>.
- Please, no audio or video recording.
- Lunch and parking expenses are not included.
- Dressing in layers is recommended due to room temperature variations.
- You will receive a Certificate of Attendance at the end of the program.

Tax-Exempt Organizations

If you are tax-exempt, enter your tax-exempt number in Section 4 on the Registration Form. Please mail or fax a copy of your Tax-Exempt Certificate with your registration for payment processing.

Tax Deduction

If the purpose of attending a Fred Pryor seminar is to help you maintain or improve skills related to employment or business, expenses related to the program may be tax-deductible according to I.R.C Reg. 1.162-5. Please consult your tax adviser.

Continuing Education Credit

Fred Pryor Seminars offers CEU credits based on program length and completion. Credits are issued according to the National Task Force for Continuing Education guidelines and approval is at the discretion of your licensing board. **Questions or concerns should be directed to your professional licensing board or agency.**

Continuing Professional Education (CPE)

Fred Pryor Seminars and CareerTrack, divisions of Pryor Learning Solutions, Inc. are registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State Boards of Accountancy have the final authority on the acceptance of individual course for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.nasbaregistry.org. Fred Pryor Seminars and CareerTrack's Sponsor ID number is 109474. This course qualifies for 6 CPE credits.

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Completion & Continuing Education Certificates

To obtain a certificate documenting your completion and/or CEU, CPE or PDU credits, please visit www.pryor.com/certificate. Certificates will be available 10 days after your event has ended.

Update Your Contact Information!

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We'll change our records for the very next update. Thanks!

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To update your contact information, see page 7.

Time-Sensitive Material

How to Improve Employee Accountability

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1	SEMINAR Seminar City: _____ Seminar Date: _____ City Event #: 2 2	
2	YOUR ORGANIZATION Organization: _____ Address: _____ City: _____ St: _____ ZIP: _____ Tele: _____ Fax: _____ Approving Mgr's Name: <input type="checkbox"/> Mr. <input type="checkbox"/> Ms. _____ Job Title: _____ Email Address: _____ <input type="checkbox"/> Business <input type="checkbox"/> Home <input type="checkbox"/> Quick Confirmation Please <input type="checkbox"/> email or <input type="checkbox"/> fax my confirmation to me within 48 hours.	
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REGISTRATION FORM - How to Improve Employee Accountability

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