

# Crucial Accountability®



<b>Course Number:</b>	MTS CA 201	<b>Scheduled Sessions:</b>
<b>Cost Per Person:</b>	\$200/Participating, \$400/Non-Participating	10/16/18
<b>Eligibility:</b>	Managers & Supervisors	11/8/18
<b>Instructor:</b>	Kim Hanson	1/17/19
<b>Length:</b>	8:30 am - 4:30 pm	3/13/19
<b>Pre requisite:</b>	Crucial Conversations	5/22/19

**Location:** Des Moines, Hoover State Office Building, Level A

## Overview:

### *Crucial Conversations® class pre-requisite*

Building on the skills taught in Crucial Conversations®, Crucial Accountability® teaches a step-by-step process and new skills to enhance accountability, improve performance, and ensure execution.

This training teaches a straightforward, step-by-step process for identifying and 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.

## Objectives:

- Hold anyone accountable—no matter the person’s power, position, or temperament.
- Master performance discussions—get positive results and maintain good relationships.
- Motivate others without using power—clearly and concisely explain specific, natural consequences, and permanently resolve problems.
- Manage projects without taking over—creatively help others avoid excuses, keep projects on track, and resolve performance barriers.
- Move to action—agree on a plan, follow up, engage in good reporting practices, and manage new expectations.