

Crucial Accountability®



Course Number:	MTS CA 201	Scheduled Sessions:
Cost Per Person:	\$200/Participating, \$400/Non-Participating	8/22/19
Eligibility:	Managers & Supervisors	10/29/19
Instructor:	Kim Hanson	12/17/19
Length:	8:30 am - 4:30 pm	2/21/20
Pre requisite:	Crucial Conversations	3/31/20
Location:	Des Moines, Hoover State Office Building, Level A	5/12/20

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.