

Accountability in the Workplace

Module Reflections



Accountability helps to ensure that every employee will take responsibility for their performance and behaviors, and continue to manage this responsibility. When we implement goals and communicate with one another, we can achieve powerful results. Building an accountable workplace requires strong teamwork and collaboration. Every team member must have a strong understanding of the values of the company and recognize the importance of their dedication, in order to attain success.

The Accountability in the Workplace course will provide you with informative tools and practical strategies that can be used to help empower the team to work towards achieving the benefits of accountability. Accountable employees will fuel performance and productivity, and generate an enhanced workplace.

ACTION PLAN

Create an Action Plan in your journal, and define SMART goals after each Module.

MODULE	GOAL	SPECIFIC?	MEASURABLE?	ACHIEVABLE?	RELEVANT?	TIMED?	NEXT STEPS
ONE							
TWO							
THREE							
FOUR							
FIVE							
SIX							
SEVEN							
EIGHT							
NINE							
TEN							

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Record in your journal answers and additional thoughts for each Module.

Module 1. Business Continuity

Complete this activity before the course begins.

Make note of what you hope to learn, or goals you want to address after the class.

1. How do you feel you can best demonstrate accountability in the workplace?
2. List some qualities that you feel make up an accountable employee.
3. What are some ways in which a workplace can benefit from building an accountable team?
4. What do you hope to take away from this course?

Update the Action Plan with Smart Goals.



Module 2. Accountability and Me

1. a) What am I accountable for outside of the workplace?
b) What are my skills and strengths that help me to achieve this?
2. a) What am I accountable for inside of the workplace?
b) What are my skills and strengths that help me to achieve this?

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Module 3. Giving Value

1. a) In general, what is something that I value?
b) How do I demonstrate that I value this?
2. a) At work, what is something that I value?
b) How do I demonstrate that I value this?

Module 3. The Power of the Team

What are some factors that would increase team accountability?

What are some factors that would decrease team accountability?

List any additional thoughts:

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Module 4. Let's Be Clear

Read the following examples of vague instructions below. Correct, and add to these instructions to make the directions clear.

1. "Can you finish that other report sometime?"
2. "I would like to see our numbers change."
3. "Will you send an email to him soon?"

Update the Action Plan with Smart Goals.

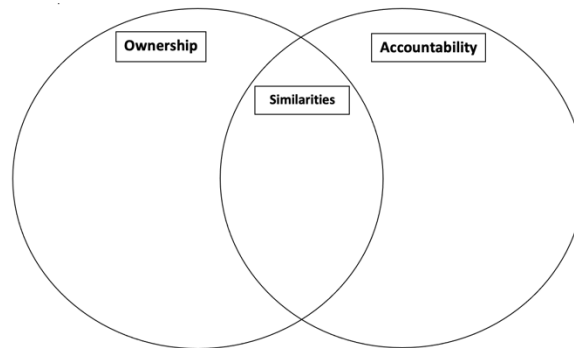
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Module 5. Ownership vs. Accountability

Based on what you know about ownership and accountability, fill in the circles with words to differentiate the two terms. In the middle circle, include words that can describe both ownership and accountability.



List any additional thoughts.

Update the Action Plan with Smart Goals.

Module 6. My Leadership Skills

Examine the following leadership skills. Determine whether you have these skills, and if so, explain how.

- 1) Integrity:
- 2) Loyalty:
- 3) Competency:
- 4) Enthusiasm:
- 5) Creativity:
- 6) Communication Skills:

List any other skills you have that are related to leadership.

Update the Action Plan with Smart Goals.

Module 7. SMART Goals

In general, what is one goal I would like to achieve in the next year?

1. Why do I want to achieve this goal?
2. Is this considered a SMART goal? Explain.
3. What strategies will I use to help me stay loyal to this goal?

List any additional thoughts.

Module 7. Identifying My “Why”

1. What is one goal that I would like to accomplish at work?
2. Why is this goal important to me?
3. Why is this goal important to the business?

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Module 8. Fixing That Feedback

Read over the following pieces of feedback. Brainstorm and determine how this feedback can be corrected to become more effective.

1. “Parts of your write-up were very unclear. Please rewrite these parts.”
2. “I am not happy with the outcome of this project.”
3. “Your presentation was pretty good.”
4. “I would prefer the way that Lisa writes the reports.”

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Module 9. Experiencing Delegation

Describe a task that you have delegated to someone.

1. Why did you choose this person for the task?
2. Was the outcome successful?
3. How could this process have been more effective?

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Module 9. To Delegate, or Not to Delegate?

Read the following actions below. Decide whether these actions should be delegated, or not.

1. Hiring an employee:
2. Updating the company website:
3. Disciplining an employee:
4. Data entry:
5. Returning phone calls:
6. Performance appraisals:

Update the Action Plan with Smart Goals.

Module 10.

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Module 11. Considering My Role

1. What are 4 expectations of me at work?
2. What are 5 words to describe my attitude and personality?
3. How can my attitudes and personality help me to achieve these expectations?
4. List any additional thoughts.

Update the Action Plan with Smart Goals.

Module 12. Invest

Update the Action Plan with Smart Goals.

Career Development

1. Assertiveness And Self-Confidence
2. Communication Strategies
3. Creative Problem Solving
4. Creativity: Thinking Outside the Box
5. Developing Creativity
6. Digital Citizenship
7. Entrepreneurship
8. Interpersonal Skills
9. mLearning Essentials
10. Negotiation Skills
11. Personal Branding
12. Project Management
13. Telework And Telecommuting
14. Ten Soft Skills You Need
15. The Cloud and Business
16. Time Management
17. Women in Leadership

Administrative Skills

1. Accountability in the Workplace
2. Administrative Office Procedures
3. Administrative Support
4. Archiving and Records Management
5. Basic Bookkeeping
6. Business Writing
7. Collaborative Business Writing
8. Executive and Personal Assistants
9. Meeting Management
10. Organizational Skills
11. Social Media In The Workplace
12. Supply Chain Management

Supervisors And Managers

1. Budgets And Financial Reports
2. Coaching And Mentoring
3. Conducting Annual Employee Reviews
4. Developing New Managers
5. Employee Motivation
6. Facilitation Skills
7. Knowledge Management
8. Leadership And Influence
9. Lean Process And Six Sigma
10. Manager Management
11. Middle Manager
12. Office Politics For Managers
13. Performance Management
14. Self-Leadership
15. Supervising Others
16. Team Building Through Chemistry
17. Virtual Team Building And Management

Microsoft Office Specialist (MOS)

1. Access 2016 Essentials
2. Excel 2016 Essentials
3. Outlook 2016 Essentials
4. PowerPoint 2016 Essentials
5. Word 2016 Essentials
6. Excel 2016 Expert
7. Word 2016 Expert

Human Resources

1. Business Succession Planning
2. Contract Management
3. Crisis Management
4. Developing a Lunch and Learn
5. Diversity and Inclusion
6. Employee Onboarding
7. Employee Recruitment
8. Employee Termination Processes
9. Generation Gaps
10. Health and Wellness at Work
11. Hiring Strategies
12. Human Resource Management
13. Managing Workplace Harassment
14. Measuring Results From Training
15. Millennial Onboarding
16. Office Health And Safety
17. Sensitivity Training
18. Talent Management
19. Train-The-Trainer
20. Unconscious Bias
21. Universal Safety Practices
22. Workplace Diversity
23. Workplace Harassment
24. Workplace Violence

Workplace Essentials

1. Appreciative Inquiry
2. Business Acumen
3. Business Ethics
4. Business Etiquette
5. Change Management
6. Civility In The Workplace
7. Conflict Resolution
8. Customer Service
9. Customer Support
10. Cyber Security
11. Delivering Constructive Criticism
12. Developing Corporate Behavior
13. Handling a Difficult Customer
14. Networking Outside the Company
15. Networking Within the Company
16. Respect in the Workplace
17. Responsibility in the Workplace
18. Risk Assessment and Management
19. Safety In The Workplace
20. Team Building For Managers
21. Teamwork And Team Building

Personal Development

1. Adult Learning - Mental Skills
2. Adult Learning - Physical Skills
3. Anger Management
4. Attention Management
5. Being A Likeable Boss
6. Critical Thinking
7. Emotional Intelligence
8. Emotional Intelligence at Work
9. Goal Setting and Getting Things Done
10. Improving Mindfulness
11. Improving Self-Awareness
12. Increasing Your Happiness
13. Job Search Skills
14. Life Coaching Essentials
15. Managing Personal Finances
16. Managing Workplace Anxiety
17. Personal Productivity
18. Public Speaking
19. Social Intelligence
20. Social Learning
21. Stress Management
22. Taking Initiative
23. Trust Building and Resilience
24. Work-Life Balance

Sales And Marketing

1. Body Language Basics
2. Call Center Training
3. Coaching Salespeople
4. Contact Center Training
5. Creating a Great Webinar
6. Employee Recognition
7. Event Planning
8. High Performance Teams Inside the Company
9. High Performance Teams Remote Workforce
10. In Person Sales
11. Internet Marketing Fundamentals
12. Marketing Basics
13. Media And Public Relations
14. Motivating Your Sales Team
15. Multi-Level Marketing
16. Overcoming Sales Objections
17. Presentation Skills
18. Proposal Writing
19. Prospecting and Lead Generation
20. Sales Fundamentals
21. Servant Leadership
22. Social Media Marketing
23. Telephone Etiquette
24. Top 10 Sales Secrets
25. Trade Show Staff Training