



## No Nonsense, No Excuses: How Personal Accountability Promotes Success

### Session Details

Faculty:	Linda Galindo	Date:	Wednesday, May 13, 2020
Location:	Pacific Energy Center San Francisco 851 Howard St., San Francisco, CA 94103	Sign In:	8:30 AM
Phone:	415-973-2277	Session:	9:00 AM - 4:00 PM

### Session Description

This interactive program will take you through an effective and immediately useful education that instills personal accountability in the work environment. When the learning is applied and three innovative tools are used, personal accountability will result in your spending less time managing and more time coaching and mentoring. Your journey will begin with an online Accountability Assessment, the results of which you will receive at the session.

### Biography

Ms. Linda Galindo is a former radio news personality, turned author, educator, and keynote speaker on the topic of personal and organizational accountability. Her management consulting firm specializes in accountability education to a wide variety of organizations and industries including healthcare, government, financial services, and non-profits. She is an expert in the field of leadership and accountability. Her dynamic, practical and often humorous approach to accountability has left a lasting impression on thousands of people across the US and Canada. Over the past 19 years, she has worked with CEOs, surgeons, elected officials and the leadership of organizations including Intermountain Health Care, the Sundance Institute, Naval Reactors Facility, Park City Municipal Corporation, Abbott, MetLife and AAA of Southern New England. Galindo is the author of *Way to Grow!* (2003), *The 85% Solution; How Personal Accountability Guarantees Success No Nonsense, No Excuses* (Wiley, 2009), and *The Accountability Experience Facilitator's Guide Set* (Wiley, 2010). She co-authored *Where Winners Live - Sell More, Earn More, Achieve More Through Personal Accountability* (Wiley, 2013). Linda is a faculty member for The Governance Institute and is a past Board Member of the National Association of State Boards of Accountancy (NASBA) Center for the Public Trust (2005-2011).

### Time Allocation - Topics

#### 10% The business case for accountability

- Personal experience and current challenges

#### 30% What is accountability?

- Creating Quality case study The importance of common definitions and common language in an accountable culture
- The power of the you-ectomy and why we can't get there from here
- The importance of defining success

#### 30% How to achieve and sustain accountability in your work culture

- Measuring an accountability mindset instead of accountable behavior
- Applying the Accountability Assessment results to your leadership development plan
- The three most common accountability excuses and what to do about them Holding others accountable
- Practice using three tools with real examples

1. Clear Agreement
2. Accountability Problem-Solving
3. Looking Back to Go Forward

#### 30% Applying the learning The foundation 12-point checklist to sustain accountability

- How to start where people are in their personal accountability journey

- Learn whether you need to mentor, coach or manage an employee, work group or team
- Solve matrix or cross-departmental reporting/authority confusion or problems
- Create a vision of your accountable work environment
- Name the barriers and give ups to realize your vision
- Design three relevant and effective steps to take when you get back to work
- Describe the outcomes and benefits of the changes you will make

FOR REGISTRATIONS PLEASE CONTACT: **Steven Berg**

Phone: **+1 (949) 742-2088** Email: **sanfrancisco@ims-online.com** Website: **www.ims-online.com**