



## NO NONSENSE, NO EXCUSES: HOW PERSONAL ACCOUNTABILITY PROMOTES SUCCESS

with Linda Galindo

\$395 (US) per person

VIRTUAL SESSION (3-HOUR)

# NO NONSENSE, NO EXCUSES: HOW PERSONAL ACCOUNTABILITY PROMOTES SUCCESS

A problem arises in your organization that needs your attention. The employees who come to tell you about it are finger-pointing and blaming as they explain what happened and why the customer is upset. The team-building session everyone attended a week ago seems to be long forgotten as you watch the group circle the wagons and attack each other. Leaders often find that they have done all the right things to develop their people only to discover a missing ingredient needed to make it all work; personal accountability. If each employee took ownership for the success or failure of tasks, projects or initiatives, an environment of trust, alignment, communication and accountability is ensured. 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. You will experience an environment of ownership for results before-the-fact that creates clear agreements, execution and success. You will take an online Accountability Assessment that starts your learning journey and receive feedback on the results at the session.

## LINDA GALINDO

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 the National Association of State Boards of Accountancy (NASBA) Center for the Public Tru...

# TOPICS COVERED

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## THE BUSINESS CASE FOR ACCOUNTABILITY

PERSONAL EXPERIENCE AND CURRENT CHALLENGES

## 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

## 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: CLEAR AGREEMENT, ACCOUNTABILITY PROBLEM-SOLVING, LOOKING BACK TO GO FORWARD

## 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

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