PROFESSIONAL DEVELOPMENT TRAINING

09 884 0762

REQUEST QUOTE

0.5 DAY COURSE

Accountability in Action

Accountability in Action - Building Ownership, Transparency and Responsibility in the Workplace

Accountability is essential to creating high-performing teams and successful organisations. When individuals take ownership of their actions, communicate openly, and follow through on commitments, organisations benefit from improved trust, stronger collaboration, and better results.

This practical three-hour course explores how accountability influences workplace culture, decision-making, and team performance. Participants learn the difference between responsibility and accountability, identify behaviours that support a culture of ownership, and understand how clear expectations and transparency strengthen organisational outcomes.

The program introduces practical frameworks including the CLEAR Accountability Model, the Four Pillars of Accountability, and the A.I.R. (Acknowledge – Identify – Respond) model to help participants respond constructively when challenges arise.

Through discussions, case studies, and reflection activities, participants will develop strategies to strengthen accountability within themselves, their teams, and their organisation.

What You'll Gain:

Learn how to build accountability, ownership, and transparency within teams. This practical 3-hour Accountability in Action training course provides tools and frameworks to improve responsibility, decision-making, and team performance.

Outcomes

After completing this course, participants will:

- Understand the difference between responsibility and accountability
- Recognise the role accountability plays in team performance and workplace culture
- Identify common barriers that prevent people from taking accountability

- Apply the CLEAR accountability model to establish expectations and ownership
- Understand the Four Pillars of Accountability in decision-making
- Recognise accountable vs unaccountable behaviours within teams
- Use the A.I.R. (Acknowledge – Identify – Respond) framework to address challenges
- Develop strategies to promote accountability and transparency within their team

---

Modules

Lesson 1: Understanding Accountability

- Defining accountability and responsibility
- Understanding the difference between responsibility for tasks and accountability for outcomes
- The importance of accountability in workplace culture
- The relationship between accountability, trust, and performance
- Identifying barriers that prevent individuals from being accountable

Lesson 2: The Foundations of Accountability

- The key requirements for accountability:
  - Clear Expectations
  - Agreed Ownership
  - Follow Through and Review
- Applying the CLEAR Framework for Accountability:
  - Clarity of Outcomes
  - Linked Purpose
  - Expectations and Standards
  - Agreement and Ownership
  - Review and Checkpoints
- Establishing transparency and clarity in team responsibilities
- Aligning expectations with organisational values and standards

Lesson 3: The Four Pillars of Accountability

Accountability requires systems that support transparency, responsibility, and ethical decision-making.
This lesson introduces the Four Pillars of Accountability:

- **Transparency** – ensuring decisions and processes are visible and understood
- **Answerability** – being able to explain and justify decisions
- **Controllability** – having mechanisms to guide and correct actions

Lesson 4: Accountability Behaviours – Above and Below the Line

Above-the-Line Behaviours

- Taking ownership of mistakes
- Escalating issues appropriately
- Sharing information across teams
- Documenting decisions transparently

Below-the-Line Behaviours

- Avoiding responsibility
- Withholding information
- Shifting blame
- Avoiding documentation or transparency

- **Sanctionability** – ensuring consequences exist when standards are not met

Participants examine how these pillars support ethical behaviour, organisational governance, and responsible leadership.

Lesson 5: Responding with Accountability – The A.I.R Model

The course concludes with a practical framework participants can use to respond constructively when challenges arise.
The A.I.R Model provides a structured approach to accountability:

- **A – Acknowledge**
  Recognise the issue or situation and accept responsibility.
- **I – Identify**
  Determine what needs to change and identify possible solutions.
- **R – Respond**
  Take action and follow through on commitments.

Talk to our expert team

Phone: 09 884 0762

Email: enquiries@pdtraining.co.nz