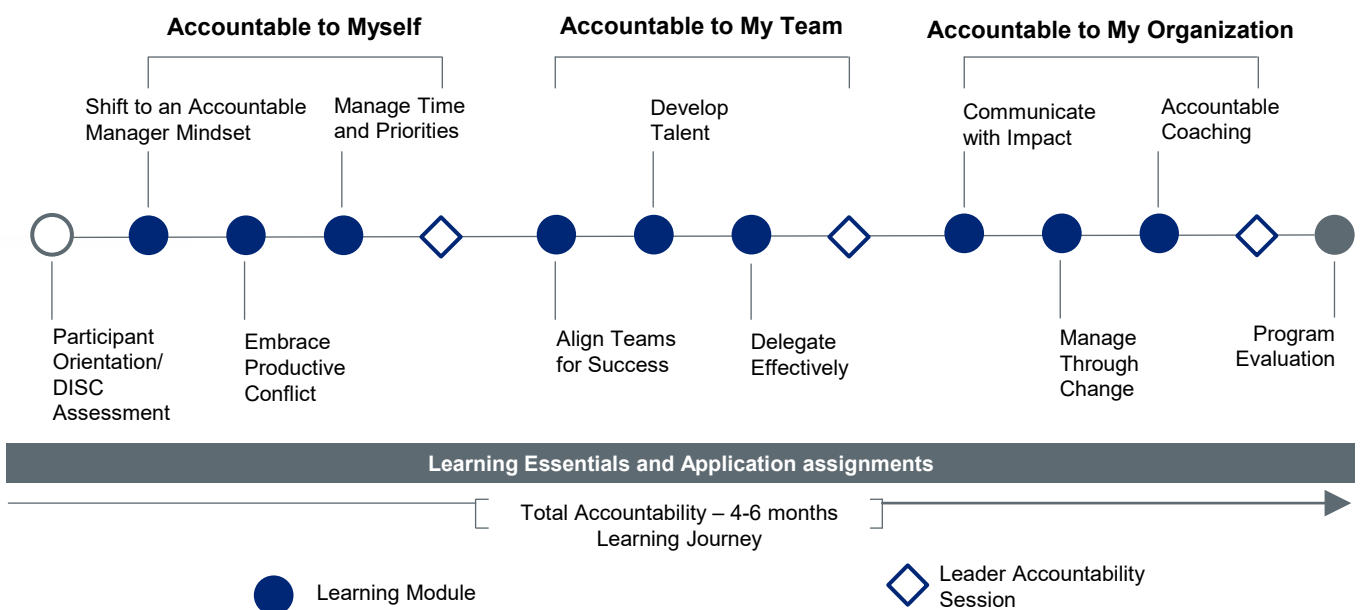# The Accountable Manager™

60% of all managers underperform during their first two years, leading to performance gaps and employee turnover across the entire frontline. However, it's clear today that frontline managers matter more than ever. Their day-to-day performance impacts customer relationships and employee engagement. To drive the performance of frontline managers, organizations need to support new candidates as they transition into their role, while also ensuring existing managers continue to develop skills that will drive success.

The Accountable Manager™ is our skill-based leadership program that equips Frontline Managers with the mindset, skillset and deliberate practices needed to not only lead, but lead with greater accountability.

The program is organized around three building blocks to drive accountability at the personal, team and organizational level.

Program Components

Accountable to Myself

Shift to an Accountable Manager Mindset

Manage Time and Priorities

Accountable to My Team

Develop Talent

Accountable to My Organization

Communicate with Impact

Accountable Coaching

Participant Orientation/ DISC Assessment

Embrace Productive Conflict

Align Teams for Success

Delegate Effectively

Manage Through Change

Program Evaluation

Learning Essentials and Application assignments

Total Accountability – 4-6 months Learning Journey

● Learning Module

◇ Leader Accountability Session

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The Accountable Manager™

The Learning Journey

- Participants and their managers are invited to participate in a one-hour virtual orientation that outlines the learning journey.

- Participants start by completing a DISC Everyday Workplace™ assessment. The self-awareness gained through this assessment -understanding their strengths and limitation, the impact of how they show up at work, and how they can adapt to be more successful in certain situations – is a key element that is woven throughout the entire program.

- Participants will receive a complete resource workbook and their manager will receive a resource booklet with proven ways to support their direct reports.

A Cohort Approach

Participants progress through the components of The Accountable Manager™ program as part of a cohort. This fosters relationships, allowing participants to support and learn from one another during the program.

Concise Learning Modules

We know the time pressures that managers face each day. As a result, we've designed The Accountable Manager™ to be delivered through nine 2.5 hour facilitator-led-in-person or virtual sessions. Each module is focused on a core management skill.

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MODULE DESCRIPTIONS

ACCOUNTABLE TO **MYSELF**

DATE	MODULE	LEARNING OUTCOMES
Thursday JAN **26**, 202**3** 10 – 11 AST	I**ntroduction session:** 1-hour virtual introduction meeting that offers an overview of the program.	• A chance for the program participants to introduce themselves to each other and receive an overview of the program.
Thursday FEB **2**, 202**3** 10:00 – 12:30PM AST	**Shift to an Accountable Manager Mindset:** Acquire the foundational skills of being an accountable manager.	• Explore the power of unforgettable leadership • Define leadership accountability in the digital era • Gain clarity on DISC self-assessment results and the connection to being an accountable manager • Explore how agile learning supports being an accountable manager • Explore how to demonstrate accountability in daily interactions • Launch a personal development plan to practice and apply skills back on the job
Thursday FEB 1**6**, 202**3** 10:00 – 12:30PM AST	**Embrace Productive Conflict:** Foster productive conflict to move an organization forward.	• Gain insights into your default style when dealing with conflict • Explore valuable conflict • Examine how productive conflict produces positive outcomes • Apply a process to resolve conflict • Explore how diversity can support productive conflict • Apply strategies to support productive conflict conversations
Thursday MAR **2**, 202**3** 10:00 – 12:30PM AST	**Manage Time and Priorities:** Explore how to thrive with the increased pressure and demands of being an accountable manager to ensure you are contributing at the right level.	• Assess individual levels of productivity • Explore how stress affects productivity • Examine methods to prioritize tasks by importance and urgency • Review workflow to make more effective use of time • Explore how to leverage technology to manage time effectively • Explore communication best practices to save time and improve interaction outcomes • Plan and lead accountable, effective meetings

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The Accountable Manager™
MODULE DESCRIPTIONS

ACCOUNTABLE TO MY **TEAM**

DATE	MODULE	LEARNING OUTCOMES
Thursday MAR **8**, 202**3** 10 – 11AM AST	**Leadership Accountability Session:** 1 hour virtual meeting	• Virtual check-in session
Thursday MAR 2**3**, 202**3** 10:00 – 12:30PM AST	**Align Teams for Success:** Explore how team purpose and alignment ensure team members are moving in the same direction**.**	• Examine the team alignment and engagement model • Create a team purpose and set direction • Explore inclusive leadership fundamentals • Implement strategies to foster role clarity for the individuals on your team • Explore the reality of virtual teams • Explore how RACI supports role clarity and performance • Set FAST goals that support team purpose • Apply and practice goal setting to be an accountable manager
Thursday APR **6**, 202**3** 10:00 – 12:30PM AST	**Develop Talent:** Apply the 'what' and 'how' of providing effective feedback.	• Explore your role in the development process • Examine how effective feedback supports development for today and tomorrow • Explore the mindset required for effective feedback • Explore the SBID feedback model (situation, behaviour, impact and discovery) • Practice how to deliver feedback that is tailored, respectful and holds people accountable for their performance and development
Thursday APR 2**0**, 202**3** 10:00 – 12:30PM AST	**Delegate Effectively:** Explore how delegation will drive results as well as grow and develop your team	• Recognize the power of delegation • Review common delegation pitfalls • Identify delegation opportunities on virtual and intact teams • Examine four delegation approaches and when to use each style to maximize outcomes • Practice setting shared accountability and expectations to achieve objectives • Explore how delegation intersects with inclusive leadership • Explore the connection between providing feedback and effective delegation

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The Accountable Manager™
MODULE DESCRIPTIONS

ACCOUNTABLE TO MY **ORGANIZATION**

DATE	MODULE	LEARNING OUTCOMES
Thursday MAY **4**, 202**3** 10 – 11AM AST	**Leadership Accountability Session:** 1 hour virtual meeting	• Virtual check-in session
Thursday MAY 1**1**, 202**3** 10:00 – 12:30PM AST	**Communicate with Impact:** Build effective communication skills that will win the trust of team members and colleagues.	• Recognize the danger of miscommunication • Apply a three-step What-Why-How communication model that can be used in multiple daily situations • Identify common communication barriers and how to avoid them • Discuss strategies to enhance communication when working with technology • Apply communication model to communication opportunity identified in pre-work and practice delivering the message through on and off camera activities
Thursday MAY 2**5**, 202**3** 10:00 – 12:30PM AST	**Manage Through Change:** Explore how to effectively manage organizational change at a personal and team level.	• Internalize the role of an accountable manager during change • Identify the steps of the LHH Change Curve and apply appropriate leader actions to accelerate change acceptance • Discuss the impact of continuous change and apply strategies to support team members • Recognize resistance and learn strategies to manage it • Apply practical skills to exhibit empathy while creating focus and positive momentum
Thursday JUN **8**, 202**3** 10:00 – 12:30PM AST	**Accountable Coaching:** Introduce and practice foundational coaching skills using the DRIVE coaching model.	• Apply the DRIVE model in an interactive practice session • Examine how coaching supports growth and potential • Explore how having more coach-like conversations can drive accountability and performance in others • Identify when to coach and when to manage • Examine how to be coached by your boss • Apply coaching skills practice labs
Thursday JUNE 16, 202**3** 10 – 11AM AST	**Leadership Accountability Evaluation:**	• Virtual check-in and evaluation session

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Testimonials

"As a new manager, I was thrilled at the chance to take part in the Accountable Manager course. I learned valuable insights about my managing and communication style as well as practical skills that I continue to use each day. I am more confident in my role as a manager thanks to the Accountable Manager."

Anna Thomas
Revenue Development Manager at a national health and research organization

" I use this program daily - both professionally and personally. I am applying the RACI model to help coordinate my team to work effectively, I have regular 1:1's where my team can communicate their successes and struggles, we discuss how they can stretch, and we can give constructive feedback in a safe environment. To sum it up I do think I am a better and more accountable manager. I would recommend this course to any manager."

Accounting Manager at a national security company

"The course was well-organized, with the right mix of theory, group discussion, and real-world application. Michelle Fitzgerald was always accessible, professional, warm, and prompt in her responses. It was consistently a high-quality experience."

Marketing Manager at a national security company

"The professional development you can gain from having conversations and debates outside of your current company and with managers who are outside of your own corporate culture is invaluable. Hearing similar challenges and solutions from other managers will boost your confidence, help you know you are not alone in your daily challenges, and see that there are methods to solve problems quickly."

Finance Manager at a transportation company

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Sustaining the Learning

The Accountable Manager™ includes three virtual Leadership Accountability Sessions, where participants revisit key concepts, share experiences through applied learning, and work through outstanding challenges together.

1. Participants are expected to complete a field assignment after each module that requires them to apply skills acquired in the program to a real-life scenario.

2. Three (3) group coaching opportunities or Leader Accountability Sessions (known as LA sessions) involving small groups of participants. In these one-hour, instructor-led conference calls, following each of the three Building Blocks, our facilitator reviews the content of the Building Block and discusses progress with field assignments.

3. Performance support tools to ensure consistent on-the-job application of newly acquired skills.

Program Fees

Regular Rate - $2,950/Participant
Group Rate - $2,750/Participant when more than one participant registers from the same organization

Register online

Registering a group?

Explore options for customizing this program to your team or organization's needs by contacting Michelle Fitzgerald, mfitzgerald@kbrs.ca

Registration is limited. Group size will be kept small to facilitate rich discussion
This program is based on LHH thought leadership and intellectual property, developed through years of work with leaders at all levels. It is compelling, practical and proven to give frontline leaders everything they need to make an immediate impact on their teams and organizations, and drive success.

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