



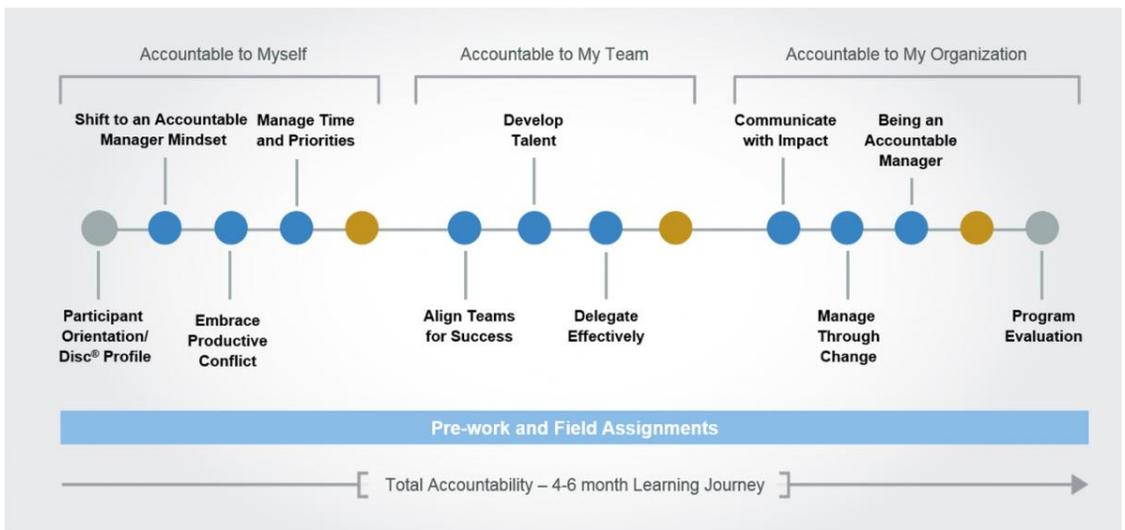
The Accountable Manager™

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 engagement of employees. 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 the 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



● Learning Module ● Leader Accountability Session

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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 by facilitators in nine half-day classroom modules, or two-hour virtual instructor modules. Each module is focused on a core management skill.



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MODULE DESCRIPTIONS

Accountable to MYSELF

DATE	MODULE	DESCRIPTION	LEARNING OUTCOMES
SEPT 26, 2019, 1:30-2:30PM	Introduction session	1 hour virtual introduction meeting that offers an overview of the program.	<ul style="list-style-type: none"> • A chance for the program participants to introduce themselves to each other and receive an overview of the 6-month program.
OCT 3, 2019, 1-4PM	Shift to an Accountable Manager Mindset	A module to help participants acquire the foundational skills of an accountable manager.	<ul style="list-style-type: none"> • Clearly define expectations around leadership accountability. • Gain clarity on participants' management style (using DISC Everyday Workplace). • Learn how to adapt to the styles of others. • Launch a Personal Development Plan to practice and apply new skills.
OCT 24, 2019, 1-4PM	Embrace Productive Conflict	A high impact module that explores how to foster productive conflict in order to move an organization forward.	<ul style="list-style-type: none"> • Gain insights into your default style when dealing with conflict • Explore the types of conflict that is valuable • Learn Strategies to demonstrate productive conflict
NOV 14, 2019, 1-4PM	Manage Time and Priorities	Instruction on how to thrive with the increased workload of a manager.	<ul style="list-style-type: none"> • Assess individual levels of productivity. • Methods to prioritize tasks by importance and urgency. • Learn workflow tips to make more effective use of participants' time. • Acquire better information management skills. • Effective communication that saves time..

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MODULE DESCRIPTIONS

Accountable to TEAM

DATE	MODULE	DESCRIPTION	LEARNING OUTCOMES
NOV 21, 2019, 1:30-2:30PM	Leadership Accountability Session	1 hour virtual meeting	<ul style="list-style-type: none"> • Virtual check-in session
DEC 12, 2019, 1-4PM	Align Teams for Success	An exploration into team purpose and alignment that ensures teams are moving in the same direction.	<ul style="list-style-type: none"> • Learn how you can create a sense of purpose and direction for your team • Implement strategies to foster role clarity for the individuals on your team • Set SMART goals that support your team's purpose
JAN 16, 2020, 1-4PM	Develop Talent	A module that teaches the 'what' and 'how' of providing effective feedback to develop talent for today and tomorrow.	<ul style="list-style-type: none"> • Your role in the development process • How effective feedback supports development for today and tomorrow • The mindset required for effective feedback • How to deliver feedback that is tailored, respectful and holds people accountable for their performance and development
FEB 6, 2020, 1-4PM	Delegate Effectively	How to drive consistent results by delegating tasks to your team.	<ul style="list-style-type: none"> • Recognize the power of delegation. • Learn common delegation pitfalls. • Practice shared accountability to achieve performance objectives • Identify delegation opportunities and how to manage the process.

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MODULE DESCRIPTIONS

Accountable to ORGANIZATION

DATE	MODULE	DESCRIPTION	LEARNING OUTCOMES
FEB 20, 2020, 1:30-2:30PM	Leadership Accountability Session	1 hour virtual meeting	<ul style="list-style-type: none"> • Virtual check-in session
MAR 5, 2020, 1-4PM	Communicate with Impact	Build effective communication skills that will win the trust of team members and colleagues.	<ul style="list-style-type: none"> • Recognize the danger of miscommunication. • Apply a four-step communication model that can be used in multiple daily situations • Identify common communication barriers and how to avoid them.
MAR 26, 2020, 1-4PM	Manage Through Change	Skills to effectively manage organizational change at a personal and team level.	<ul style="list-style-type: none"> • Internalize the role of an accountable manager during change. • Use a change cycle process to help individuals and teams effectively deal with uncertainty. • Recognize resistance and learn strategies to manage it. • Apply practical skills to exhibit empathy while creating focus and positive momentum.
APR 16, 2020, 1-4PM	Being an Accountable Manager	This final module integrates the learning outcomes and helps participants develop a road map for future success.	<ul style="list-style-type: none"> • Review the expectations and skills of an accountable manager. • Develop a personal vision for accountable leadership.
APR 30, 2020, 1:30-2:30PM	Leadership Accountability Evaluation	1 hour virtual meeting	<ul style="list-style-type: none"> • Virtual check-in & evaluation session

Sustaining the Learning

The Accountable Manager™ uses three key approaches to sustain learning outcomes:

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 Discount

Register more than one participant and pay only \$2,650 per participant (a savings of \$300 per participant)

[Register online](#)

Space is limited to 16 participants

This program is based on LHH Knightsbridge 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.