RANDALL THACKER LLC
STRATEGY & LEADERSHIP

Ensuring Team Accountability to Clear & Consistent Performance Standards

Duration
1 to 2-hour

Audience
Individual Contributor
Emerging Leader
New Leader
Middle Manager
Senior Leader

About This Course

This course focuses on building strong accountability and performance management skills. It helps participants learn how to set clear expectations, communicate them effectively, and have productive conversations that drive responsibility and improvement.

Topics Included

- 7 steps to effective expectation setting
- 5 important components to effective feedback
- Leveraging the “Micro Yes”
- 3 rules for building strong feedback relationships as a manager
- The simple 6-step feedback model
- Managing reactions
- Techniques for having *Fierce Conversations*

Training Approach

- Instructor-led
- Group discussion
- Individual/group exercise
- Self-reflection

Skills Learned/ Outcomes

- Establish clear and measurable performance expectations and communicate them effectively
- Deliver constructive, motivating feedback that encourages accountability and performance improvement
- Apply proven accountability models to conduct effective and confident accountability conversations

Course offerings:

We offer a wide range of training programs for leaders and teams to strengthen capabilities, enhance collaboration, and drive organizational success

Communication
Prioritizing and Communicating Goals, Roles & Responsibilities
Communicating Across Generations

Team Performance
Motivating and Inspiring Team Contributions and Success
Ensuring Team Accountability for Consistent Performance
Leveraging Your Team's Diverse Talents and Strengths
Inspiring, Motivating, and Guiding Team to Achieve Org. Goals
Fostering Strong Collaboration and Managing Conflict for Productive Outcomes

Productivity and Efficiency
Effectively Managing Workload

Leadership Quality
Inspiring Mission-Driven Work in Direct Reports
Learning & Applying Situational Leadership
Empathy-Based Leadership
Increasing Emotional Intelligence, Leadership Presence, and Personal Integrity
Being Visionary & Strategic in Thinking and Execution
Cultivate Talent through Accountability, Empowerment, and Effective Delegation, Coaching, Feedback
Proactively Advancing Diversity, Equity, and Inclusion throughout the Organization
Leading & Influencing Change, Improvements, and Innovation

Recruiting and Onboarding
Assessing, Recruiting, and Retaining Team Talent

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