



# The Accountability Experience Card

By Linda Galindo, Peter Jordan

John Wiley and Sons Ltd, United Kingdom, 2011. Paperback. Book Condition: New. 127 x 76 mm. Language: English . Brand New Book. Accountability is a hot issue in business as organizations face the toughest recession in years. Yet the notion of accountability is confused with punishment, fault, blame and guilt. Galindo argues the only true accountability is personal accountability and the only way to achieve it is to take responsibility for the outcomes of your choices, behaviors and actions. This training program outlines a 3-step process to accountability: - Claiming ownership of a task (Responsibility) - Taking personal action to complete the task (Self Empowerment) - Answering for the Outcome (Accountability) Clear Agreement is the concept that ties the three steps of the process together and allows managers and employees (using the clear agreement form) to create clear agreements around key assignments and track progress more effectively. The comprehensive Facilitator's Guide package includes case studies and role play exercises, scripts for a 1-day workshop (also broken out into 7 modules), PowerPoint slide deck, lecture content, models and frameworks, action planning and instructions for using the assessment tool.



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