



ENHANCING ACCOUNTABILITY IN A MATRIX

Accountability is a critical differentiator of an organization's success, and as a result, managing accountability is a key leadership skill.

Managing accountability becomes imperative in a matrix structure, where people face the challenge of balancing requests from multiple sources and leaders need to hold people who do not report directly to them accountable for results at an Enterprise level. Managing Accountability in a Matrix provides matrix team leaders with the knowledge, skills and tools they need to increase people's willingness and ability to take responsibility for achieving results in light of complex relationships.

Course Objectives

- **Define accountability** and learn how to assess it
- **Learn** how to set matrix team members up for success and enable them fulfill commitments
- **Use three coaching questions** to increase a person's level of accountability



AGENDA

- ① **Why we don't hold people accountable** and why we should
- ② **What it means to be accountable**
- ③ **Setting people up for success:** Three steps to managing accountability
- ④ **Encouraging others to take accountability:** Three coaching questions
- ⑤ **Self-assessment:** Are you using accountability best practices?
- ⑥ **Application exercise**

Target Audience

- Experienced Managers
- New Employees
- Project Managers
- New Leaders and Managers

