

crucial accountability



Improve accountability, execution and performance with Crucial Accountability

Workshop Agenda

DAY 1:

Get Unstuck
Start with Heart
Master My Stories
Describe the Gap
Make it Safe

DAY 2:

Diagnose
Make it Easy
Make it Motivating
Move to Action

[Course overview & agenda](#)

Participant Materials

Crucial Accountability Participant Toolkit and Audio Companion

A copy of the book *Crucial Accountability*

Cue cards and model card

A course completion certificate

Based on the New York Times bestselling book ***Crucial Accountability: Tools for Resolving Violated Expectations, Broken Commitments, and Bad Behavior***, QNET is pleased to present:

Crucial Accountability Training

Wednesday & Thursday, December 2 & 3 - 7:45 a.m. to 5:00 p.m.

Location: QNET – Suite 660, 175 Hargrave Street, Winnipeg

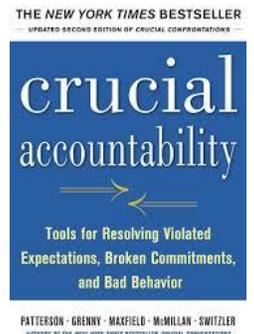
Accountability issues such as lagging performance, quality and low morale can keep you from getting the results you need. Crucial Accountability presents a straightforward step-by-step process for identifying and resolving performance gaps, strengthening accountability, eliminating inconsistency and reducing resentment.

Are you looking to improve your team's or organization's level of accountability and execution with a proven step-by-step process?

Building on ***Crucial Conversations*** skills and more than two decades of research, ***Crucial Accountability*** will help you learn the skills needed to effectively hold others accountable to deliver on your most important results.

Crucial Accountability teaches individual and teams how to willingly and effectively speak up when others let them down – no matter power, position, or temperament. By learning these advanced skills, you can have an impact in the following areas:

- Productivity – deal with violations before they escalate.
- Performance – discuss deviations without defensiveness.
- Change Management – eliminate resistance by replacing fear and uncertainty with genuine motivation.
- Teamwork – hold everyone accountable to the same standard.
- Quality – discuss challenges and barriers in a way that yields solutions.
- Relationships – confront violated expectations in a way that solves the problem.
- Safely – nurture safe practices by knowing which infractions to confront and how.



Presented by



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In partnership with: APICS and Industry Services, Jobs and the Economy, Province of Manitoba

Workshop Facilitator

Rhonda Barry, Certified Crucial Accountability Trainer, has been involved with corporate training and development for the past 35 years, both nationally and internationally. She designs and delivers a wide array of programs and workshops from process and systems training to Leadership, Sales Skills, Team Development and Train the Trainer. Rhonda is certified in Crucial Accountability, Crucial Conversations, Influencer, and Myers Briggs Type Indicator (MBTI™), and is also a practitioner of NLP (Neuro Linguistic Programming). She was a finalist in the YWCA Women of Distinction awards in the area of Leadership and Business and has been profiled as an Inventive Woman in Canada for her innovative and successful training techniques.

Course Fee

Early Bird Fee (until Nov 2/15): QNET/APICS Members \$895+gst / Non-members \$995+gst
Regular Fee (after Nov 2/15): QNET/APICS Members \$995+gst / Non-members \$1095+gst

Register at qnet.ca or phone (204) 949-4999