

crucial accountability



Improve accountability, execution and performance with *Crucial Accountability*

Workshop Agenda

Get Unstuck
Start with Heart
Master My Stories
Describe the Gap
Make it Safe
Diagnose
Make it Easy
Make it Motivating
Move to Action

Course overview & agenda
Participants receive a Toolkit and the book *Crucial Accountability*

Presented by



In partnership with:



UNIVERSITY
OF MANITOBA

Extended Education

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

Crucial Accountability Training

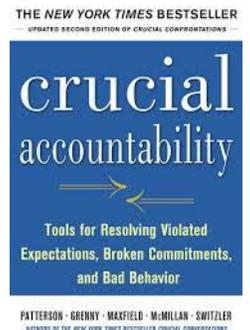
Wednesday & Thursday, March 14 & 15, 2018 - 7:45 a.m. to 5:00 p.m.
Location: QNET – Suite 660, 175 Hargrave Street, Winnipeg

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?

Learn to effectively speak up when others let you down – no matter power, position, or temperament – and have an impact on:

- 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 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.



Workshop Facilitator

Tamara Kerr, Managing Director, Vital Smarts Central Canada; Leader of Tamara Kerr Consulting; and Master Certified Trainer, Crucial Accountability®

Tamara spent 15 years in senior leadership roles before becoming a consultant specializing in leadership development, coaching and team effectiveness. Praised for her engaging and warm style of facilitation, Tamara brings a lighthearted approach to training while she is also serious about the value of enhancing every day interactions. She is known for her entertaining, upbeat and relatable style with both training workshops and speaking engagements. Tamara emphasizes the importance of strategizing to ensure a quantifiable impact beyond the training event with action plans for integrating skills to achieve results.

Course Fee

QNET / APICS / MB Aerospace Members \$1195+gst / Non-members \$1295+gst
*NOTE: Early Bird discount of \$100 until February 15/18 (reduces fees to \$1095/\$1195)

This workshop:

- Is an optional course in the 70 credit hour QNET Certificate in Management Development (CMD).
- Is eligible for credit in the CAM:OE (Certificate in Applied Management: Organizational Effectiveness) in partnership with the University of Manitoba, Continuing Education.

Register: qnet.ca / Email: mail@qnet.ca / Phone: (204) 949-4999