

crucial  
accountability™

# Add-On TOOLS FOR ACCOUNTABILITY

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.

Presented by:



## Crucial Accountability Add-On

Wednesday, March 18, 2020 - 7:45 a.m. to 5:00 p.m.

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

COURSE PRE-REQUISITE: Crucial Conversations (two day course)

This one-day training course builds on the skills learned in Crucial Conversations and introduces a powerful set of new skills to resolve your most challenging accountability issues. It enables those who already have knowledge of crucial conversations skills to diagnose why someone keeps falling short of set expectations and then derive a plan that both motivates and enables the other person to successfully change his or her behaviours. These additional skills are perfect for crucial accountability discussions that seem resistant to dialogue skills alone. Workshop participants receive a copy of the book *Crucial Accountability* and a Workshop Toolkit.

In partnership with:



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Extended Education

### Learn how to:

- Hold anyone accountable, regardless of position or personality.
- Begin any performance discussion on the right foot – avoiding defensiveness and costly arguments.
- Diagnose the underlying causes of misaligned or bad behaviour.
- Motivate without using power and enable without taking over.

### Workshop Facilitator: Rhonda Barry

Rhonda has been in corporate training and development nationally and internationally for 35 years. She designs and delivers 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, Getting Things Done, 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 Leadership and Business and has been profiled as an Inventive Woman in Canada for her innovative and successful training techniques.

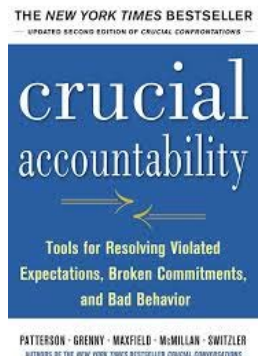
### Course fees & Pre-requisite:

QNET / APICS / CPHR MB / MB Aerospace Members: \$745 + gst / Non-members \$865 + gst

PRE-REQUISITE: Two day Crucial Conversations course (offered on March 16-17, 2020)

### Course credits / professional development hours – this workshop is:

- An optional course in the QNET Certificate in Management Development (CMD).
- Eligible for credit in the CAM:OE (Certificate in Applied Management: Organizational Effectiveness) in partnership with the University of Manitoba, Continuing Education.
- Approved for 8 CPHR Continued Professional Development Hours by CPHR Manitoba.



Register today at [www.QNET.ca](http://www.QNET.ca) / For more information: [mail@qnet.ca](mailto:mail@qnet.ca) or (204) 949-4999