XCELERATE TRAINING INSTITUTE

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CUSTOMER SERVICE

Taking Ownership and Accountability Training Course

DURATION	LANGUAGE	FORMAT
5 days	English	Classroom / Online

Upcoming dates

Dates	Venue	Format	Fee
18 – 22 Jan 2027	Live online	Online (live)	€1,200
26 – 30 Jul 2027	Live online	Online (live)	€1,200
23 – 27 Aug 2027	Berlin	Classroom	€4,800

Register or ask a question

Online: x8ti.com/course/taking-ownership-and-accountability-training-course-2/

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Taking Ownership and Accountability Training Course

Introduction

The ability to take ownership and accountability over your own career direction is an important and worthwhile goal. Even more important is the ability to inspire autonomy within your team and encourage greater accountability throughout your wider organization.

In our modern society, it can be easy to foster a culture of blame and avoidance, but true personal and professional success lies in taking responsibility and ownership over our decisions and their outcomes.

Do you find yourself constantly feeling like a victim when you experience an undesirable outcome? Would you like to learn how to take greater ownership of adverse situations and turn them around for your benefit?

The skills learned within this course reach far beyond the office and the boardroom. When you think of people that you admire and respect in your own life, most of your greatest mentors will adhere to the key principles of ownership and accountability.

This Xcelerate training course will provide you with tangible techniques that you can use to become more accountable, as well as understanding just why we are drawn to great leaders that have these traits.

This course will also teach you how to harness these tools to achieve extraordinary success in your professional life and empower you to inspire and encourage ownership and accountability in others.

Learning Objectives

Upon successful completion of this Taking Ownership and Accountability Training Course, you should be able to –

- Understand the importance of taking ownership and accountability over your own life
- Analyze situations in the past where you deflected blame, and consider the negative consequences of these
- Develop a greater understanding of the strength that comes from taking responsibility
- Identify the key traits of a great leader, and adopt these in your own life
- Work to a structure that helps you identify opportunities for exercising ownership and accountability
- Inspire and encourage your peers and your team to take ownership over tasks
- Learn the lessons of unsuccessful outcomes and develop a plan for avoiding these in the future
- Identify ways that your organization could adapt better accountability strategies
- Develop a learning and growth mindset and encourage others to do the same
- Remove any thoughts or actions that resonate with a victim mentality that might be holding you back from success

Training Methodology

This Taking Ownership and Accountability Training Course will focus on the following styles of learning –

- Lectures and presentations – hear from experts in the areas of ownership and accountability and learn the true techniques for success in these areas
- Groupwork and brainstorming – working in groups and within your teams to test out various role-play scenarios and theories
- Real-world case studies – looking at examples where corporations benefited or were disadvantaged by their choices in the areas of ownership and accountability

Benefits for Your Organisation

By encouraging your employees to participate in this course you will be impacting your organization in the following positive ways –

- Increased accountability from your employees
- The improved attitude of positivity and “can-do”
- Faster recovery from setbacks by understanding what went wrong
- Improved communication by removing the culture of blame and encouraging open and honest dialogue
- Higher levels of employee engagement as they feel able to make mistakes in a safe and structured environment
- Culture of innovation which encourages employees to find solutions to existing problems – often leading to increased profit margins
- Improved levels of overall productivity, performance and employee well being

Benefits For You

By taking part in this Taking Ownership and Accountability Training Course, you will be able to enjoy the following benefits –

- Increased levels of professional and personal fulfillment
- Greater ability to resolve problems and identify solutions
- Decreased risk of conflict due to creating open lines of dialogue
- Increase in job satisfaction as you start to see the positive changes
- A better understanding of your thinking process and leadership style
- Improved engagement from your team and those you work with
- The overall increase in confidence when tackling difficult situations
- Improvement in key skills such as decision making , problem solving and communication

Who Should Attend

This course would be of benefit to anyone in a professional role, in particular –

- Professionals at all levels who offer Customer Service or Support.
- Support and service staff in the organization
- Managers and Supervisors responsible for team outcomes

- Executives and Senior Executives dealing with high-level decisions
- Professionals looking to improve their self-development
- Anyone in a professional environment who is inspired to have greater responsibility or progress within their chosen career

Course Outline

Defining Ownership and Accountability

- What do we mean by Taking Ownership and Accountability?
- Why it is important for individuals?
- Why it is important for organizations?
- Analyzing both positive and negative potential outcomes
- The importance of empowerment and responsibility

Improving Performance through Ownership and Accountability

- Benefits of personal ownership and accountability
- Benefits of corporate ownership and accountability
- How to inspire at a team level?
- How to develop on a personal level?
- The relationship between ownership and performance

Structuring Ownership and Accountability

- Understanding the relationship between ownership and goal setting
- Identifying the key stages of the accountability cycle
- Self-assessment and team dynamics
- Implementing effective systems for task allocation and prioritization
- Building in contingency models and resolving conflict

Ownership and Accountability at a Personal Level

- Identifying existing victim mentality
- Removing blame and complaining
- Developing your leadership and influence styles
- Understanding and building resilience
- Encouraging and processing constructive feedback

The Ownership and Accountability at a Team Level

- Implementing effective strategies for problem-solving and decision making
- The importance of successful delegation
- Tools and techniques to inspire and encourage accountability
- Fostering a culture of accountability within your team
- Encouraging and inspiring

Ownership and Accountability at a Corporate Level

- Identify key areas of opportunity

- Analyze examples of positive and negative potential outcomes
- The importance of brand image and reputation
- High-level conflict resolution
- How to create an environment of honest feedback and innovation
- Useful corporate strategies such as Kai-zen

Well-being and Self-Development

- Key life coaching and NLP methods for personal development
- Undertaking a PSA (Personal Strength Analysis)
- Identifying and pursuing opportunities for growth and learning
- Developing mental models and frameworks for success

The Future of Ownership and Accountability

- What a fully accountable organization looks like?
- How to align yourself with best practice as you move forward
- Develop and design your Ownership and Accountability Plan

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Registration Form

Taking Ownership and Accountability Training Course

Preferred dates: ..... Venue or online: .....

Duration: 5 days Language: .....

Please complete and email this form to us, or register online. We confirm your place and send the invoice within one working day.

Delegate information

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Official email: ..... Personal email: .....

Company information

Company name: .....

Address: .....

City / country: ..... VAT / tax number: .....

Person responsible for training & development

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

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Payment

☐ Please invoice me ☐ Please invoice my company

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