

Accountability and Coaching

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All leaders are given more responsibility than they can possibly accomplish as an individual. A leader's job is to get work done through others and garnering employee's commitment to build strong nuclear safety culture. Therefore, a primary responsibility of a leader is to create an environment whereby employees fully apply their knowledge, skills and abilities towards organizational goals in accordance with company nuclear safety standards. Organizational Effectiveness assessments reveal that many organizational supervisors and managers have weaknesses in the fundamental skill of setting, monitoring and reinforcing company standards. The purpose of this workshop is to build the fundamental skills required to delegate work; set clear and specific expectations for standards; gain commitment to the required outcomes and standards; monitor, reward, reinforce and coach; ask

employees to account for their actions and results; and apply consequences - positive, coach or negative - depending on the results and degree of meeting standards.

This program is designed to assist leaders at all levels to develop a mindset and skill set, conducive to applying management techniques to improve their overall effectiveness in carrying out day-to-day supervisory activities. This will result in improved employee accountability and the strengthening of safety culture.

The Accountability and Coaching program builds practical skills that can be immediately applied in any workplace and at any level. Special attention is given to build the leader's skills in conducting behavioral observations and delivering real-time behavior based feedback. The participants leave with an ability to use a coaching process that produces ownership for improving employee performance and aligning behavior to company standards.

Target Audience:

This workshop is beneficial to leaders of all levels and project managers.

Format:

It is optimal to have a cross-section of organizational leaders in each session, enabling the group to confront and change limiting beliefs and behavioral patterns while building skills and commitment to the desired cultural behaviors. This course includes a:

- Pre-work assignment, including conducting short interviews
- Highly interactive two-day course
- Post course daily assignments for 4 weeks
- Four-hour post course follow-up(s)

Delivery:

- There are two delivery options: directly by Tosan's staff or co-facilitated by Tosan and the organization's leaders. The later requires the addition of a train-the-trainer workshop to prepare the organization's leaders to co-facilitate the sessions.
- Each class is limited to 24 participants to ensure adequate participant coaching by the trainers.