

# Accountability Through Engagement

*Creating Outstanding, Sustainable  
Results and High Employee Satisfaction*

---

## *Workshop Exercises*

*Revised January 28, 2019*

**BOMBARDIER**

**win** Enterprises, LLC

*These materials were created by Win Enterprises, LLC at the request of Bombardier. They are intended as part of this specific workshop and only those individuals trained by Win Enterprises have permission to use this material for training groups.*

*All participants are expected to refer to and use this material frequently to improve engagement and accountability in their teams.*





**“Building a culture where our team members are more accountable is critical to our success.”**

**-Chris Debergh**

## **Why Win Enterprises is Helping Us**

*Win Enterprises has helped the service centers in Hartford, Fort Lauderdale, Dallas, Wichita, Tucson and Biggin Hill to launch the daily Leadership program, mentor the GMs and their teams, and support various operations improvement initiatives.*

*They know us well, have earned our trust, and are the perfect partners in helping us build our accountability.*

*I have asked them help create this program for you.*

*~ Chris Debergh*

These exercises were developed to be conducted during the *Accountability through Engagement* workshop. This is a facilitated workshop with the leaders trained to deliver the material and these exercises.

This exercise workbook is provided to you so that you can take notes actively as you do these facilitated exercises. Many of these exercises are done in a group setting or with a partner.

Some of these exercises are in the context of general improvement ideas, and others are specific to YOU and actions that you can take to improve situations.

If there are exercises in this workbook that you are not guided to do during the workshop, we strongly encourage you to complete them as homework immediately following the completion of your workshop.

## Today's Objectives

You experience and learn:

- 1) What accountability really means
- 2) How to hold your team accountable
- 3) How to BE accountable and model accountability as you engage others to be accountable

## Agreements

I agree to:

- Participate
- Be respectful
- Be on time (breaks and lunch)
- Put phones and laptops away
- Have fun
- Learn so I can improve

# Introductions

---

## Game: 2 Truths and 1 Lie

3 statements about you (2 of which are true, and 1 of which is a lie):

- 1)
- 2)
- 3)

“My name is \_\_\_\_\_. I’ve been working here for \_\_\_\_\_ years. Here are 3 things about me...”

Write the name of the person who you think had the best 2 truths and 1 lie:

# Why Accountability is Important

## Opening Questions

How Can You Improve Engagement?

Your Thoughts:

Think of How Well You **Engage Your Team.**

What can you do better?

Your Thoughts:

# The Win Enterprises Model: Accountability through Engagement

## Personal Accountability

Individually answer the following questions. On a scale of 1-10 (10 is best), how well do you:

Engage your team? \_\_\_\_\_

Motivate your team? \_\_\_\_\_

Communicate expectations? \_\_\_\_\_

Take ownership? \_\_\_\_\_

Keep your commitments? \_\_\_\_\_

Go above and beyond? \_\_\_\_\_

## Motivate for Action

How can you motivate your team for action?

Your Thoughts:



Think of How Well YOU **Motivate others for Action.**

What can you do better?

Your Thoughts:

# Communicate Clearly

## Communication Demonstration

Your Thoughts:

## How can you get your team to communicate clearly?

Your Thoughts:

Think of How Well **YOU Communicate.**

What can you do better?

Your Thoughts:

# Take Ownership

How can you get your team to take ownership?

Your Thoughts:

Think of How Well **YOU Take Ownership.**

What can you do better?

Your Thoughts:

## Keep Commitments

How can you get your team to keep commitments?

Your Thoughts:

Think of how well **YOU Keep Commitments**

What can you do better?

Your Thoughts:

## Go Above and Beyond

How can you get your team to go above and beyond?

Your Thoughts:

Think of how well **YOU Go Above and Beyond**

What can you do better?

Your Thoughts:

## Achieve Results

How can you get your team to achieve better results?

Your Thoughts:

Think of how well **YOU Achieve Results.**

What can you do better?

Your Thoughts:

## **Exercise: Rotating Flip Charts**

Your Thoughts:

## **Exercise: Accountability Impact**

Your Discussion Topic:

Your Thoughts:



# Introduction to Responsibility

## **Exercise: Sentence Stem (Business or Personal)**

One thing I sometimes complain about is...

Your Thoughts:

Things that are NOT in my control...

Your Thoughts:

Actions I am willing to take...

Your Thoughts:

# Responsibility Sentence Stems

If I were to take just 5% more responsibility for:

**My results, I would...**

---

---

---

**My emotional connection with my team, I would...**

---

---

---

**Solving problems, I would...**

---

---

---

**Keeping my commitments, I would...**

---

---

---

## Exercise: Sentence Stems

**Leaders are always working to improve. Answer:**

1) One of my biggest challenges right now is...

Your Thoughts:

2)What I can do right now to address this challenge is...

Your Thoughts:

# Building Trust

---

## 1. How well do you create trust with others?

Your Thoughts:

## 2. How well do you get others to trust you?

Your Thoughts:

## Think of a leader you really trust.

### 1. How are they credible?

Your Thoughts:

### 2. How are they reliable?

Your Thoughts:

### 3. How do they build emotional connection?

Your Thoughts:

## **Think of you becoming more trustworthy.**

1. How can YOU demonstrate that you're credible?

Your Thoughts:

2. How can YOU be more reliable?

Your Thoughts:

3. How can YOU build a better emotional connection?

Your Thoughts:

## **Outline a Feedback Opportunity you have:**

Facts and Observations:

Opinions:

Emotions:

Suggestions/I want:

## **What Did Your Learn?**

Hand your partner your notebook and let them write the ideas you share in this space.



# Tie it Together

---

**What are the BEST Real-Life Examples of high accountability in each of these areas:**

Safety

Your Thoughts:

Quality

Your Thoughts:

## Solving a problem

Your Thoughts:

## Getting A/C to RTS on time

Your Thoughts:

# **BASC Leadership Behaviors**

How can we be more accountable to these desired behaviors?

## **Drive to Delight the Customer**

Your Thoughts:

## **Empower our Team to make Decisions**

Your Thoughts:

## Act with a Sense of Urgency, Respectfully

Your Thoughts:

## Demonstrate Personal Accountability

Your Thoughts:

## Accountability In Our Day-to-Day Management

Consider these questions in each of the following areas:

- What does “Winning” look like?
- How can we improve communication?
- How can we empower and engage better?

### Gemba Walk

Your Thoughts:

### DMM

Your Thoughts:

## Lead giving out work to the team of techs

Your Thoughts:

## Problem solving meetings or kaizen events

Your Thoughts:

# Actions and Commitments

List out 15-20 ideas that YOU can implement to raise engagement and hold your team more accountable.

Your Thoughts:

Specifically, What will YOU do in the next 5 working days?

Your Thoughts:

# Win Enterprises, LLC

## **We Help Business Leaders Transform Their Results**

- *Developing Business Transformation Strategy*
- *Diagnosing Business Issues and Opportunities*
- *Executing Strategy Through SEE™ / Strategic Goal Deployment™*
- *Driving Lean / Operations Improvement*
- *Instilling Leadership Principles*
- *Activating Team Building Methods*
- *Facilitating Culture Shifting Initiatives*

**134R West Street**

**Simsbury, CT 06070**

**Ph: +1 860.651.6859**

**[www.CompleteBusinessTransformation.com](http://www.CompleteBusinessTransformation.com)**