CONCEPT

Accountability in the Workplace: Building an Ownership Mindset in Teams

15 – 19 November 2027
Amsterdam - Zuidas business district hotel



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Ref: 703_18982 **Date:** 15 – 19 November 2027 **Location:** Amsterdam - Zuidas business district hotel **Fees:** 23500 SAR

Introduction:

Accountability in the workplace breaks down when deliverables have several owners or none, agreements are vague about who does what by when, and missed deadlines trigger blame instead of problem solving. Teams then chase status, repeat mistakes and push issues upward that should be settled locally. This Core Concept course equips managers, team leaders and professionals to build ownership into daily work: separating accountability from responsibility and blame, assigning decision rights with RACI and DACI, running follow-through routines and holding direct accountability conversations. Participants produce a Team Accountability Charter and Follow-Through System.

Course Objectives:

- Distinguish accountability, responsibility and blame, and locate the ownership gaps in a team's current work
- Write clear agreements that name the owner, the deliverable, the completion date and the check-in point
- Assign decision rights and a single accountable owner per deliverable using RACI and DACI matrices
- Run follow-through routines with visible trackers, weekly huddles and escalation triggers
- Conduct accountability conversations with peers and team members about missed deliverables without blame
- Design a Team Accountability Charter and Follow-Through System and measure ownership behaviours over time

Target Audience:

- Managers answerable for the delivery of a department, unit or function
- Team leaders who allocate work, set deadlines and follow up on deliverables
- Project and workstream leads who coordinate contributors without direct authority
- HR business partners and people development managers who coach line managers on performance conversations
- Senior professionals who own cross-functional deliverables and handoffs

Course Outline:

Day 1: Accountability, Responsibility and Blame

- Accountability Defined: Answerability and Account-Giving at Work
- Accountability, Responsibility and Blame Distinguished Through Workplace Scenarios
- Personal Ownership Mindset Self-Assessment and Reflection Log
- Ownership Gap Audit: Orphaned Tasks, Shared Owners and Silent Handoffs
- Team Accountability Baseline Survey and Current-State Heat Map

Day 2: Decision Rights, Agreements and Psychological Safety

- RACI Matrix Construction with One Accountable Owner per Deliverable
- DACI Model: Driver, Approver, Contributors and Informed for Team Decisions
- RACIS and PARIS Variants for Support, Review and Sign-Off Roles
- Who-What-By-When Agreement Template and Definition of Done
- Edmondson Psychological Safety and High Standards Grid: Apathy, Comfort, Anxiety and Learning Zones

Day 3: Follow-Through Routines and Accountability Conversations

- Visible Promise Tracker: Kanban Board and Action Log Design
- Weekly Follow-Through Huddle Agenda and Red-Amber-Green Status Conventions
- Peer Accountability Conversation Structure: Observation, Impact and Request
- Expectation-Resetting Conversation with a Team Member
- Recognition of Kept Promises and Delivery Feedback Loops

Day 4: Missed Deliverables, Leader Modelling and Ownership Culture

- Missed Deliverable Triage: Clarity, Capability, Capacity or Choice
- Blameless Review and Five Whys Analysis for Slipped Deadlines
- Escalation Ladder and Proportionate Consequence Options
- Leader Ownership Modelling: Admitting Errors and Closing Own Loops
- Ownership Culture Indicators: Promise-Kept Rate, Overdue Actions and Pulse Survey Items

Day 5: Role-Play Practice and the Team Accountability Charter

- Multi-Sector Role-Play Rounds: Peer, Upward and Direct Report Conversations
- Team Accountability Charter Drafting: Norms, Decision Rights and Agreements
- Follow-Through System Build: Tracker, Cadence and Escalation Rules
- Ownership Metrics Dashboard for the First Review Cycle
- Charter Presentation and Peer Feedback Panel

Skills You Will Gain:

- Ownership Gap Diagnosis
- Decision Rights Mapping
- Agreement Drafting
- Follow-Through Tracking
- Difficult Conversation Handling
- Blameless Review Facilitation
- Escalation Management
- Ownership Culture Measurement

Why Attend This Course:

- Return with a Team Accountability Charter and Follow-Through System ready to launch with your own team
- Stop chasing status updates by replacing reminders with a visible tracker and a steady review cadence
- Address a slipped deadline with a colleague or direct report calmly, without damaging trust or letting the issue drift
- Rehearse accountability conversations with managers from other sectors and organisations and receive structured feedback

Conclusion:

Ownership at work grows from clear agreements, one answerable owner per deliverable and routines that make progress visible. The course moves from separating accountability from responsibility and blame, through RACI, DACI and psychological safety, to follow-through huddles, direct conversations and blameless handling of missed deliverables. The final day turns this into role-play practice and a Team Accountability Charter and Follow-Through System that each participant takes back to launch with their own team and review after the first cycle.