
"Responsibility equals accountability equals ownership. And a sense of ownership is the most powerful weapon a team or organization can have." - Pat Summitt



Program Objectives

- ❖ Understand the importance of taking ownership at work
- ❖ Understand the strength that comes from taking responsibility
- ❖ Identify and adopt the key traits of a great leader
- ❖ Inspire your peers and team to take ownership over tasks
- ❖ Identify ways to adapt better accountability strategies
- ❖ Eliminate thoughts or actions that resonate with a victim mindset

Learning Modalities

- ❖ Highly Interactive sessions of questions and answers
- ❖ Introduction to various creativity and innovation concepts
- ❖ Pragmatic Case studies from a selection of industries
- ❖ Application of the frameworks and tools

Learning outcomes

- ❖ Increased levels of professional and personal fulfilment
- ❖ 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 thinking process and leadership style
- ❖ Improved engagement from your team and those you work with

Who should participate

- ❖ Professionals at all levels who offer Customer Service or Support
- ❖ Support and service staff in the organisation
- ❖ Managers and Supervisors responsible for team outcomes
- ❖ Executives and Senior Executives dealing with high-level decisions