



Accountability Unlocked

Syllabus

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Training Overview

Accountability is the cornerstone of effective leadership and team success. This 4-session training will help you move beyond vague expectations to create a culture that drives results through clarity and ownership.

You'll learn practical strategies to set clear expectations, foster responsibility and ensure consistent follow-through. Through real-world examples and actionable tools, you'll gain the confidence to turn accountability into a powerful advantage for your team and organization.

This training is designed for:

- **All managers and leaders**

Training Inclusions

- **4-hours of virtual, interactive content taught by an expert instructor with MSP leadership expertise**
- **Downloadable videos* of the content you can watch on-demand at your convenience**
- **Downloadable slide decks, handouts and resources**

Learning Objectives

Partners attending this training will learn how to:

- **Understand the pillars of accountability and fundamentals to strengthen each one**
- **Use techniques to set and communicate expectations that eliminate ambiguity and foster clarity**
- **Develop strategies to encourage ownership, strengthen trust and ensure commitments are consistently met**

* Videos will either be recordings from your session or previously recorded material in which partner faces and voices have been removed. It is recommended to attend trainings live to receive the full benefits of interactive Q&A with the instructor and class participants.

Training Topics

Session 1: Clarity

- **Identify clear expectations before they become performance issues**
- **Translate vague language into observable outcomes**
- **Practice confirmation techniques that reduce misalignment**

Session 2: Ownership

- **Distinguish ownership from involvement**
- **Assign responsibility without damaging trust**
- **Reduce hidden resentment caused by fuzzy ownership**

Session 3: Follow-through

- **Build lightweight follow-through rhythms**
- **Ask accountability questions without micromanaging**
- **Surface risk early without creating fear**

Session 4: Response

- **Respond to missed commitments without avoidance or explosion**
- **Separate intent, behavior and Impact**
- **Address patterns without shaming**

Meet the Instructor



Sara Ehrich

Manager of Academy Instructor-Led Training

Email: sehrich@pax8.com

LinkedIn: www.linkedin.com/in/saraehrich/

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Establishing Accountability Using RACI Charts

Pax 8 Academy On-Demand

Establishing a system of accountability as part of your processes and procedures is a vital component of operating a successful MSP business. It is important to cultivate a shared understanding of what accountability means within your organization by clarifying specific expectations and responsibilities for employees at an individual role level and as a member of a team.

Traction by Gino Wickman

"Inside *Traction*, you'll learn the secrets of strengthening the Six Key Components of your business. You'll discover simple yet powerful ways to run your company that will give you and your leadership team more focus, more growth and more enjoyment."