# Workplace Accountability Training Course: Ownership, Commitments and Follow-Through for Managers

28 February – 4 March 2027
Doha

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## Programme Summary

Workplace accountability is the subject of this one-week training course for managers, team supervisors and heads of department, ending in an ownership and follow-through system for one team. Many teams agree on work in meetings yet deliver unevenly, because expectations are vague, commitments are not recorded and missed delivery is met with blame or silence. The programme shows how to set clear expectations, track commitments, hold follow-through conversations and review misses without blame. Mars Training Centre UK delivers this programme on workplace accountability to mixed-organisation cohorts.

## The Business Case

Accountability gaps cost organisations time and trust. Work is repeated, deadlines slip quietly and capable staff carry the consequences of colleagues' missed commitments. Managers who agree clear expectations, record promises and respond early to slippage restore reliable delivery and reduce the friction that follows from unaddressed problems.

- On-Time Delivery: Improves as commitments are recorded with owners, dates and review points.
- Rework: Falls as expectations are confirmed in plain terms before work begins.
- Team Trust: Rises as missed commitments are reviewed openly and fairly instead of being ignored or blamed.

## Principles and Evidence Base

- Expectation Setting: Session 1 applies it to turn broad responsibilities into specific results, standards and dates.
- Commitment Log: Session 2 uses it to record who promised what, by when and with which dependencies.
- Follow-Through Conversations: Session 3 applies them to raise a missed commitment promptly, factually and with a clear next step.
- Blame-Free Review: Session 4 uses it to find the causes of a miss in the work system before judging individual performance.

## Intended Participants

- Managers who rely on others to deliver agreed work on time and to standard.
- Team supervisors who assign tasks and follow them through daily.
- Heads of department who must hold several teams to shared commitments.
- Project and programme coordinators who track delivery across functions.

Typical functions and sectors include operations, finance, healthcare and public services.

## Learning Outcomes

1. Participants will be able to construct expectations that state the result, the standard and the date.
2. Participants will be able to diagnose the causes of repeated missed commitments in a team.
3. Participants will be able to design a commitment log suited to the pace of their own work.
4. Participants will be able to prioritise which slippage needs an immediate conversation and which can wait.
5. Participants will be able to evaluate a missed commitment through a blame-free review.
6. Participants will be able to justify consequences and recognition that match the facts of each case.

## Programme Structure

## Day 1: Workplace Accountability and Clear Expectations

What does a person need to hear to know exactly what they are accountable for?

- Responsibility and Result Statement
- Standard and Deadline Checklist
- Expectation Gap Review
- Role and Decision Boundary Sheet
- Expectation Briefing Script

## Day 2: Commitments and Ownership

How are promises made visible so that ownership is clear to everyone?

- Commitment Log Template
- Dependency and Hand-Off Map
- Weekly Commitment Review
- Workload Realism Check
- Ownership Assignment Rules

## Day 3: Follow-Through Conversations

How is a missed or at-risk commitment raised early, factually and constructively?

- Early Warning Signal List
- Fact-Based Opening Statements
- Question Sequence for Follow-Up
- Agreement and Next Step Record
- Difficult Conversation Rehearsal

## Day 4: Reviewing Misses Without Blame

How are the causes of a miss found without losing sight of individual responsibility?

- Blame-Free Review Format
- Cause Mapping Sheet
- Process Versus Person Test
- Consequence and Recognition Guide
- Team Learning Log

## Day 5: Applying the Tools to One Team

Do the expectation, commitment, conversation and review tools work together for one team?

- Applying the Session 1 Responsibility and Result Statement
- Testing the Session 2 Commitment Log Template
- Rehearsing the Session 3 Question Sequence for Follow-Up
- Checking the Session 4 Blame-Free Review Format
- Completing the Team Ownership and Follow-Through System

## Methodology

The programme uses a structured exercise method. Participants bring real examples of missed or unclear work from their own teams, apply each tool to them and practise conversations in small groups with observer feedback. Facilitators comment in writing on the wording of expectations, the quality of records and the tone of conversations.

- Suggested activity: Rewriting a vague instruction as an expectation with a result, standard and date.
- Suggested activity: Rehearsing a follow-up conversation about a late deliverable with an observer.
- Suggested activity: Running a blame-free review of a recent missed commitment and listing system causes.

## Capstone Output

Each participant completes an ownership and follow-through system for one team. It holds an expectation statement for each role, a commitment log, a weekly review routine, a conversation guide for slippage and a blame-free review format. The system is used at work to run team meetings, track delivery and handle missed commitments consistently.

## Frequently Asked Questions

### Is workplace accountability training suitable for managers who have recently taken up their role?

Yes. Workplace accountability training assumes some experience of directing work and is taught through practical tools and rehearsed conversations, so no prior training in management theory is needed.

### Which models does workplace accountability training draw on?

Workplace accountability training draws on expectation setting, a commitment log, follow-through conversations and blame-free review, each adapted to the participant's own team.

### How is the system from workplace accountability training used at work?

You use the ownership and follow-through system to run team meetings, track commitments and respond consistently when delivery slips.

### How does workplace accountability differ from performance appraisal training?

Workplace accountability centres on daily expectations, commitments and follow-up, while performance appraisal training centres on periodic ratings and formal reviews.