Consulting and Training | Reach New Heights

Course Name

Accountability and Assertiveness

Sector Name

Interpersonal Skills and Self Development

Document Type

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Accountability and Assertiveness

Course Introduction

Accountability and assertiveness are two skills that are crucial for remarkable employees in successful organizations. Accountability at work refers to employees stepping up and doing what is best for the business. because an accountable employee will be assertive & take responsibility for results and outcomes.

This Training will give participants an understanding of what assertiveness and Accountability each mean (in general and to them personally) and how to develop those skills in their daily working lives, and in their organization, which will have a massive impact on performance and results.

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Target Audience

This training program is tailored for professionals at all levels who seek to enhance their ability to assertively communicate expectations, hold themselves and others accountable, and drive results in their personal and professional endeavors.

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Learning Objectives

- ✓ Identify the meaning of assertive communication
- ✓ Discuss what is meant by assertive behavior.
- ✓ Appreciate how to become confident in their own abilities and what they say
- ✓ Master Assertive techniques in ‘real-life’ situations & challenging situations
- ✓ Explore the concept of Accountability
- ✓ Demonstrate tips and tricks for creating a sense of ownership and accountability
- ✓ Describe the importance of delegating in empowering others, and what to delegate

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Accountability and Assertiveness

Course Outline

✓ 01 Day One

Assertiveness: The Key to Building Mutual Respect

- ✓ The nature of healthy Assertiveness
- ✓ What Assertiveness is Not!
- ✓ Why are people not assertive?
- ✓ Learning How to Say ‘No’ Assertively
- ✓ Dealing with not “Assertive” Behaviors

Assertiveness Techniques in ‘Real Life’ Situations

- ✓ How to be effectively assertive
- ✓ Keep emotions in check
- ✓ Using Assertive body language
- ✓ Dealing with Your Boss
- ✓ Dealing with Difficult Behavior
- ✓ Dealing with Difficult Situations

The concept of sense of matter & Accountability

- ✓ What is Accountability
- ✓ Take initiatives and take responsibility
- ✓ Creating an Accountable Organization
- ✓ Why is it important to create that sense of ownership & accountability?

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Accountability and Assertiveness

Course Outline

✓ 02 Day Two

Accountability & Setting an Accountable Culture

- ✓ The Accountability Cycle
- ✓ Accountability Model
- ✓ Doing jobs vs Achieving results
- ✓ Blaming others Vs Taking Accountability
- ✓ Accountability Vs Ownership
- ✓ The effect of motivating and encouraging employees

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Accountability and Assertiveness

Course Outline

✓ 03 Day Three

Using delegation as an empowering coaching tool

- ✓ Empowering your employees by delegation
- ✓ Delegating the Right Tasks to the Right People
- ✓ How to choose the right people for each delegated task
- ✓ How to handle delegating to the wrong person
- ✓ Giving constructive feedback
- ✓ Motivating and inspiring delegates

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Oct. 11, 2027	Oct. 13, 2027	3 days	3250.00 $	UAE , Dubai
May 10, 2027	May 12, 2027	3 days	3250.00 $	UAE , Abu Dhabi
Nov. 29, 2026	Dec. 1, 2026	3 days	3250.00 $	KSA , Riyadh
April 5, 2027	April 7, 2027	3 days	3950.00 $	Spain , Barcelona

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