

LEADERSHIP & MANAGEMENT | COURSE BROCHURE

Building Accountability in Teams

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

When accountability is weak, deadlines slip, quality varies and the same people end up carrying the load. This course shows managers how to build a culture where people own their commitments: setting clear expectations, agreeing measurable goals, tracking progress visibly, holding constructive accountability conversations and recognising delivery.

Accountability is not about blame; it is about clarity and follow-through. You will learn to create a team where commitments are kept without constant chasing.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Diagnostic exercises, accountability conversation practice, team charter workshops and case studies.

Course objectives

By the end of this course, participants will be able to:
• Diagnose causes of weak accountability
• Set clear roles, expectations and commitments
• Use visible tracking and team routines
• Hold constructive accountability conversations
• Address repeated non-delivery fairly
• Reinforce ownership through recognition

Target audience

This course is suitable for:
• Managers and team leaders
• Project and programme managers
• Department heads
• Supervisors
• HR professionals supporting managers



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Target competencies

Participants will develop competencies in:

- Expectation setting
- Performance tracking
- Constructive confrontation
- Team routines
- Recognition

Course outline

Day 1: Understanding Accountability

09:00–10:08	Accountability versus blame
10:08–11:00	Causes of low ownership
11:00–11:30	**Coffee break**
11:30–11:45	Causes of low ownership (continued)
11:45–12:53	Team accountability diagnostic
12:53–14:00	Exercise: your team's patterns

Day 2: Clarity First

09:00–10:08	Roles and decision rights
10:08–11:00	Clear commitments
11:00–11:30	**Coffee break**
11:30–11:45	Clear commitments (continued)
11:45–12:53	RACI and team charters
12:53–14:00	Workshop: team charter

Day 3: Making Progress Visible

09:00–10:08	Goals and measures
10:08–11:00	Team boards and stand-ups
11:00–11:30	**Coffee break**



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11:30–11:45	Team boards and stand-ups (continued)
11:45–12:53	Regular reviews
12:53–14:00	Exercise: tracking system design

Day 4: Accountability Conversations

09:00–10:08	Preparing the conversation
10:08–11:00	Describing gaps without blame
11:00–11:30	**Coffee break**
11:30–11:45	Describing gaps without blame (continued)
11:45–12:53	Agreeing next steps
12:53–14:00	Role plays

Day 5: Sustaining Ownership

09:00–10:08	Recognition and consequences
10:08–11:00	Peer accountability
11:00–11:30	**Coffee break**
11:30–11:45	Peer accountability (continued)
11:45–12:53	Leader role modelling
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Amsterdam Confirmed dates	9 Nov 2026	13 Nov 2026	**€2,540.–**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.–**
London Confirmed dates	23 Nov 2026	27 Nov 2026	**€2,450.–**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**€1,250.–**
Dubai Confirmed dates	14 Dec 2026	18 Dec 2026	**€3,150.–**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.–**
Rome Confirmed dates	18 Jan 2027	22 Jan 2027	**€2,450.–**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,250.–**
Cape Town Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,890.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,250.–**
Barcelona Confirmed dates	1 Mar 2027	5 Mar 2027	**€2,840.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.–**
Rome Confirmed dates	15 Mar 2027	19 Mar 2027	**€2,450.–**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**€1,250.–**
Frankfurt Confirmed dates	5 Apr 2027	9 Apr 2027	**€2,650.–**
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**€1,250.–**
London Confirmed dates	26 Apr 2027	30 Apr 2027	**€2,450.–**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Barcelona Confirmed dates	17 May 2027	21 May 2027	**€2,840.-**
Online Confirmed dates	17 May 2027	21 May 2027	**€1,250.-**
Istanbul Confirmed dates	7 Jun 2027	11 Jun 2027	**€2,650.-**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.-**
Dubai Confirmed dates	21 Jun 2027	25 Jun 2027	**€3,150.-**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,450.-**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,250.-**
Paris Confirmed dates	2 Aug 2027	6 Aug 2027	**€2,860.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**€1,250.-**
Cape Town Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,890.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,250.-**
Vienna Confirmed dates	13 Sept 2027	17 Sept 2027	**€2,940.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.-**
Rome Confirmed dates	27 Sept 2027	1 Oct 2027	**€2,450.-**
Online Confirmed dates	27 Sept 2027	1 Oct 2027	**€1,250.-**
Vienna Confirmed dates	18 Oct 2027	22 Oct 2027	**€2,940.-**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Cape Town Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,890.-**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,250.-**
Dubai Confirmed dates	29 Nov 2027	3 Dec 2027	**€3,150.-**
Online Confirmed dates	29 Nov 2027	3 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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