

Outcomes

Ensure that everyone in your organization knows how to make clear requests and promises

Manage promises to achieve powerful business results

Understand the relationship between promises and trust—and how to assess trust in key relationships

Build a set of ground rules for making and managing commitments

This workshop is a foundational component of a leadership or management development curriculum.

The Promises We Make: Creating a Culture of Commitment and Accountability

Every day, every hour, and almost every minute, people in organizations are making promises to one another. When those promises are well-managed, a culture of commitment and accountability is created. When they are poorly managed, that culture is threatened. Yet, we don't always realize we're making—or breaking—promises—and the implications of our actions. And, we are often unclear in our requests and expectations. In this workshop you will learn how to make clear requests and promises—and walk away with tangible tools to take back to your business to implement immediately!

Key Content

- The nature of our promises—and why they matter
- The elements of a powerful request
- Creating and destroying trust
- Building ground rules for your organization

Length

Offered as a one-hour presentation and up to a full-day workshop. Content and level of interactivity adjusted based on time available.

Who will benefit?

All levels of management; intact leadership and project teams; high-level individual contributors