



# MANAGING ACCOUNTABILITY & COACHING IN A VIRTUAL ENVIRONMENT

Accountability is a critical differentiator of an organization's success, which makes managing accountability particularly important. The problem is that it can become even more challenging to hold people accountable in a virtual setting, where leaders are working from a distance with fewer opportunities to observe performance. In addition, virtual leaders frequently need to coach and enhance accountability with team members who do not report to them, which is especially difficult when working virtually. *Managing Accountability and Coaching in a Virtual Environment* provides virtual leaders with the knowledge, skills and tools to increase accountability and effectively coach people from a distance.

## PROGRAM OBJECTIVES:

- Understand how managing accountability and coaching is different in a virtual setting
- Learn two tools to manage accountability from a distance
- Learn skills and techniques to effectively coach and provide constructive feedback from a distance

## AGENDA:

- What do we mean by accountability?
- Challenges you face when managing accountability remotely
- How managing accountability is different in a virtual setting
- Typical accountability management mistakes
- Setting people up for success: The ATC Model
- Tips for enhancing accountability in a virtual setting
- How is coaching different in a virtual setting?
- Critical skills for coaching remotely
- Increasing people's willingness and ability to take accountability: Three coaching questions
- Case studies: how would you handle it?
- Remote coaching tips