



Enterprise

Doing What You Said You'd Do 1-3 hours

Keywords:

Accountability "C6": Clarity, Competence, Commitment, Collaboration, Course Correction, Critical Communication, Performance Management, Teamwork,

Overview

Teams race against the clock and their competition to construct spacecraft on time and on budget while balancing the need for results and keeping people engaged. To succeed they must honestly assess performance, coach for performance, and work together to align their goals and activities to achieve individual and team accountabilities. Enterprise is interactive, practical, and learner-centric. Incorporating multiple debriefs, the design encourages active experimentation on the part of participants. Consequently, they own the results and the learning.



Outcomes

Enterprise will engage participants, build knowledge, create commitment and prepare your team to execute brilliantly as they create a Culture of Accountability: a working environment where people can count on each other to make and keep commitments.

Enterprise takes an interactive, hands-on, and practical approach to teaching the theory and practice of holding people accountable. It rewards participants who deliver on their commitments.

Enterprise focuses on the 6 C's of Accountability:

Clarity

Clear roles, goals & expectations

Competence

Knowledge, Skills, Experience

Commitment

*Engagement, Explanation,
Expectation*

Collaboration

Vertical and Horizontal Alignment

Course Correction

STOP: Step back, Think, Organize, Proceed

Critical Communication

Clear, Timely, & Tough



How it Works

Enterprise has three modules, allowing you to craft a customized solution to meet your specific needs.

Module 1:

Apollo 13: Failure is Not an Option (30 minutes)

A 3-minute film clip from the film Apollo 13 immediately engages participants and highlights the fact that although we may face change, crisis, and tough times, we are still accountable for meeting our goals. It provides a springboard to discuss the leadership characteristics necessary for ensuring accountability.

Module 2: Case Study:

A Failure of Accountability (30 minutes)

Enterprise, Inc. is an aerospace manufacturer that is failing to achieve their own targets and meet customer expectations. Workshop participants are asked to diagnose the situation at Enterprise, Inc. and propose solutions. In doing so, they will develop a theoretical understanding of accountability.



Module 3: Enterprise Simulation:

From Theory to Practice (1-2 hours)

In Enterprise, participants no longer have the luxury of observing the situation from a theoretical perspective. They become employees of Enterprise Inc. and accept accountability for the organization's results. Enterprise is a fast-paced simulation that forces participants to execute the recommendations they identified in the case study. Mirroring the real world, they find that delivering on promises to internal and external customers is often difficult. Through three 5-minute rounds of play, participants will make connections between accountability, execution, and results as they successfully improve the company's culture and performance.

Designed around three stages, and three debriefs, the simulation gives participants an opportunity to stop and evaluate their behavior and performance. They learn how to take charge and accept accountability for their decisions, environment, and results. The simulation ends on a "high" not only because the team is successful, but because they earned and own their success.

Although Enterprise is a "simulation", it represents a real experience that generates real emotions and real dialogue. It is a catalyst that gets groups talking about the actual challenges they are facing in their workplace, and gives them the understanding and tools they need to craft solutions.

Logistics

Minimum no. of participants: 4

Time required: 1-3 hours

Follow-Up

To maximize the learning from Enterprise, participants need to apply the lessons learned in the simulation back to the workplace. Knowing that the gap between knowledge, intention, and execution is generally where performance is compromised, Floworks developed Implementation Mapping™, a process which uses simple, intuitive, and transferable tools to set real-world goals and create plans to achieve them.

