



Accountability + Communication + Trust = Success

COURSE DESCRIPTION

THE ACT FORMULA® is an active learning and development experience designed for both profit and non-profit enterprises to build a positive and productive culture. It provides the essential foundation needed for all people to work at higher levels of performance, and stimulates more comprehensive adoption of subsequent training initiatives. The program focuses on people, not process, and addresses the attitudes, behaviors and habits that get in the way of positive change and the achievement of individual, team and company goals.

For best results, the program is conducted enterprise-wide to build consistency and actions through a common language and skill set. It is facilitated in cross-functional groups to help employees build stronger relationships, fully understand the organization, and learn how the presence or absence of accountability, communication and trust can impact individual and enterprise-wide results.

The program consists of 17 hours of lesson time, along with assignments, supplemental readings and observation time.

LEARNING OBJECTIVES

After completing this program, participants will be able to:

- Demonstrate attitudes and behaviors that add value in creating an environment of excellence.
- Use effective communication techniques with internal and external customers.
- Understand how assumptions, fears and biases can hinder our ability for personal accountability, effective communication, and trustworthiness.
- Build a more confident work environment by reinforcing the common characteristics of trust.
- Create the foundation that establishes employee engagement, motivation and retention.

TARGET AUDIENCE

For best results, THE ACT FORMULA® is recommended for all employees in the organization, from executives to entry level employees.

DURATION

THE ACT FORMULA® program is facilitated in 17 one-hour lessons spread across 24 weeks. This structure can be tailored to meet an organization's requirements. The ultimate goal is to anchor the learning and behaviors so they become an essential part of the organization's culture.

GROUP SIZE

Because each lesson includes considerable dialogue among participants, groups are recommended to be 10 to 15 participants and cross-functional.

KEY OUTCOMES

- Increased employee engagement.
- Increased organizational effectiveness.
- Improved relationships within and between departments.
- Improved attitudes and behaviors for employee alignment with the company's culture.

WHAT CLIENTS ARE SAYING

Because of THE ACT FORMULA® training and the dialogue it has created in our company, I now realize that many of our associates, from departmental leaders to support staff, identify and want to solve the same problems [I want to solve.]

-Eric Savage, Freedom Auto Group

The behaviors are changing, communication has improved, the word accountable has entered our everyday vocabulary and team members are holding each other to commitments."

-Lu Ann Seyler, The Hitchcock Group