

## **Enrollment and Accountability - Tools for Your Business to Thrive**

*“I began working with McLaren Coaching for my personal business needs. I found I was learning valuable skills I wanted to share with my entire management staff. After completing the “Enrollment and Accountability” course, our internal team communication and productivity skyrocket. The tools we learned enabled us to work cohesively and offer relationship building services to our employees and clients. Having the guidance to define our goals and a plan of action, allowed us to redefine our priorities and business. It’s been a win- win for me, my management team, and our clients. “ –Shannon Davis, The Californian Assisted Living; TCC Properties*

### **Description**

This class is directed at managers and business owners like yourself. In this class, you will learn strong communication skills, trust-building skills and time management skills, among other things. It will be hands-on; each week we will practice the tools in and out of class. You will set goals each week and will be held accountable for doing what you promise every week. The style of the class will be partly teaching and partly coaching, facilitated by your Certified Performance Coach, Cami McLaren. The purpose of this class is to learn tools and be coached to attain the goals you have set for yourself in your business. Only come to this class if you are 100% committed to improving the way you operate in your business and willing to be accountable to do whatever it takes.

In this class, we approach management in the framework of business ownership. The only way to be your most effective as a manager is to see the business as your business and to take 100% ownership for the business, your role in the business and the results that are generated.

### **Outcomes:**

- Practice and internalize tools to improve business, relationships and revenue
- Practice and internalize accountability tools
- Learn and practice goal-setting
- Work with an accountability partner, and keep to your stated goals
- Time management tools (including the Stephen Covey urgent vs. important matrix)

- Relationship and management skills including
  - Building and maintaining strong relationships
  - Trust-building in relationships
  - Ways to stand out to people you meet
- Communication tools including
  - Reflective/empathic listening
  - Making clear requests and promises

### **Class Outline/Curriculum**

**Week One: Accountability & Enrollment tools. Set goals & get accountability partners.**

Introduction to the REALITY model of enrollment (talking to people in such a way that you are all on the same page and moving in the same direction) and accountability. We will set up accountability partners for the duration so you can make strides every week.

**Week Two: More practice with Enrollment & Accountability.**

Become more grounded in accountability and the REALITY model of enrollment.

**Week Three: What gets in your way?**

Working with the concepts of "the drift" (your unconscious way of being that does not support you in growing the business), barriers to performance (what gets in the way of building your business), and levels of commitment.

**Week Four: Time Management.**

Learn different tools to manage your time.

**Week Five: Review and Practice what you are learning.**

In this class, we learn further time management skills, review all tools for greater internalization, assess where we are, and challenge ourselves to raise the bar a notch.

[Weeks Six - Eight] **Building Relationships/Effective Management Skills.** Management involves building relationships consciously. The three elements of all relationships are trust, commitment, and communication.

Week Six: **Communication. Effective Listening.**

Learn tools & practice for the most important part of communication - listening.

Week Seven: **Communication. Clear requests and promises.**

Learn to speak clearly so others understand you and you are making clear statements and agreements and keeping agreements, building trust.

Week Eight: **Trust.**

How to build trust with others.

Week Nine: **Commitment.**

What is the difference between commitment and trust? How do others know when you are committed? How to build lasting relationships with others that are sustainable and mutually-beneficial.

Week Ten: **Going Forward. Setting goals and a plan of action.**

How will you continue to work with these tools? We will review the Formula For Success that we have been practicing throughout this series; and a model for completion/closing down, and moving forward energetically and purposefully.