COURSE SYLLABUS

Leadership, Motivation, and Accountability for High Performance Organizations Course

Develop leadership skills to inspire motivation, foster accountability, and create a high-performance organizational culture.

Group classes in Live Online and onsite training is available for this course. For more information, email onsite@graduateschool.edu or visit: https://sdfm.graduateschool.edu/courses/leadership-motivation-and-accountability-for-high-performance-organizations

CustomerRelations@graduateschool.edu • (888) 744-4723

Course Outline

Module 1: Defining Leadership for High Performance

- Make the leap from staff to leader—lead by example and influence, not control.
- Identify sources of power/authority and contrast what managers do vs. what leaders do.
- Build trust with stakeholders and balance technical (task) and human-relations roles.
- Align work with stakeholder needs using strategic customer value analysis.

Module 2: Setting Direction and Tone

- Craft clear mission and vision statements (exercises on pp. 11–13).
- Define/operationalize organizational values to set behavioral expectations (worksheet p. 14).
- Assess and shape culture to promote initiative, innovation, and accountability.
- Lead change with people-first communication and scan PESTLE external forces (pp. 16–18).

Module 3: Leadership Styles

- Build powerful relationships and teams using the seven “Cs”; avoid common management traps.
- Adapt style (autocratic, democratic, laissez-faire) to the situation; reflect with self-assessments.
- Foster creativity and managed risk-taking (brainstorming, SWOT, scenarios).
- Develop emotional intelligence; use DiSC and conflict-style tools to handle difficult personalities (pp. 30–35).

Module 4: Leading with Communications

- Plan audience-centered messages; practice active listening and effective body language.
- Use persuasive Ethos/Logos/Pathos to gain buy-in (diagram p. 42).
- Delegate with SMART expectations and checkpoints; prevent re-delegation.
- Empower others through questions that create ownership and clarity.

Module 5: Accountability

- Define responsibility, ownership, and accountability; connect to GAO Green Book & OMB A-123.
- Set SMART objectives and W-by-X-by-Y-by-Z; measure activity, outputs, and outcomes (Balanced Scorecard p. 49).
- Build an accountable culture using a “Broken Window” policy with clear consequences.
- Practice personal accountability and give/receive clear assignments and feedback.

Module 6: Motivation and Recognition

- Differentiate intrinsic vs. extrinsic motivation and leverage loss/gain dynamics.
- Identify individual motivators to build engagement; avoid one-size-fits-all incentives.
- Design recognition that is specific, meaningful, timely, and sincere.
- Reflect on appreciation practices and their impact on performance.