

12. Accountable Leadership

Overview

Accountability is about taking ownership of your own actions, behaviors, and decision-making. In today's large, often massive organizations, it can be tempting to pass the buck and duck responsibility. An accountable leader, on the other hand, is one that says and does what they say they will, ensuring accountability to their team and the organization.

In this course, you'll learn about building accountability in your teams, demonstrating your own willingness to be accountable especially when things go wrong, and fostering an environment of accountability in those you work with.

Learning Objectives

- identify key aspects of the types of projects that can be used to improve the customer experience
- recognize actions leaders take to gather and utilize the voice of their customers
- identify methods that allow organizations to better retain customers
- identify essential requirements for designing a customer-centric culture
- recognize actions necessary to instill a customer-centric culture in an organization