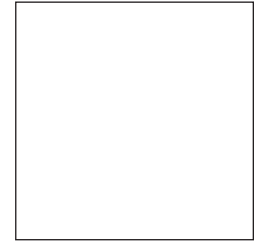
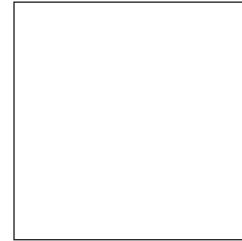
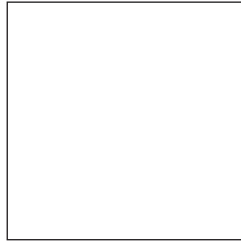
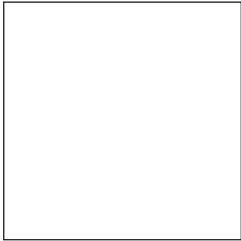


Success Through Accountability for managers and their teams™



A Self-Learning Program that Gets Measurable Results

Success through Accountability for Managers and Their Teams is a simple, practical, and easy to apply self-learning system. It is the fastest and least expensive way to improve customer satisfaction, reduce costs, increase productivity, and improve teamwork; and it builds meaningful employee engagement. You are guaranteed to get results in 6 short lessons; and it all happens within your current meeting structure, so no time is lost.

Are You Frustrated By...

- Team members in conflict or working against each other in a fragmented manner?
- Too many priorities and not enough time?
- Pressure to accomplish more with less resources, or to reduce operating costs?
- Team members who play the "blame-game" or avoid taking initiative to solve problems?
- Internal customers who complain about your level of responsiveness, quality or communication?
- Projects that are running late or over budget?
- A discouraged or dissatisfied group of team members?
- Ineffective meetings that are too long and accomplish too little?

...Then *Success Through Accountability* is for You!

If you have experienced any of the above frustrations, *Success Through Accountability for Managers and Their Teams* is for you. You will not only reduce your frustrations, you will achieve a higher level of success in achieving your desired goals. Are you ready to dramatically improve performance communication and teamwork? If yes, then *Success Through Accountability* is for you!

Why is *Success Through Accountability* So Effective?

Success through Accountability is based on over 25 years of dedication to the use of the principles of personal and team accountability to improve performance, teamwork, and morale in organizations all over the world. Mark Samuel and his team of highly trained consultants have led the transformation of organizations and teams using the practices contained in this self-learning team system. Now these powerful principles for achieving success are available to you for a fraction of the cost of hiring external consultants to come into your organization.

Based on Mark's famous, Personal Accountability Model, *Success through Accountability* is used to transform individuals and teams from the "victim loop" to the "Accountability Loop" (A-Loop) for improving performance, communication, and team execution.

You Can Achieve the Significant Improvements Below in 3 to 6 Months

You can expect the following improvements by the end of the six-lesson series:

- Achieve clear direction, alignment and unity among team members
- Improve external and internal customer service and relations
- Effectively produce, track and report measurable results
- Execute clear priorities with effective use of resources
- Lead meetings that are focused, meaningful and don't waste time
- Improve teamwork, trust and support
- Develop "recovery plans" to achieve sustainable improvements
- Implement action plans for follow-up and accountability

You Start with a Web-Based Team Accountability Assessment

This assessment identifies each team member's confidential view of their team's accountability in ten areas of team performance and communication. The assessment helps to identify a baseline measurement for team effectiveness based on the following criteria:

- Roles and Relationships
- Team Meetings
- Communicating Openly and Honestly
- Handling Conflicts Effectively
- Achieving Team Priorities
- Mutual Trust and Support
- Decision Making
- Keeping Agreements and Commitments
- Shared workload
- Customer Service

Then You Hold 6 Simple 30–60 Minute DVD–Led Lessons

Each lesson is designed to guide you with practical and easy steps for improving customer service, decreasing costs, improving productivity, enhancing quality, and increasing the level of accountable teamwork. In the six lessons you will learn and apply:

Lesson 1

Accountability and Continuous Improvement

- Using the web-based Team Accountability Assessment, measure your current level of team effectiveness relative to 10 factors associated with high performance
- Define and understand personal and team accountability
- Establish and implement criteria for effective teamwork
- Transform "victim" behavior into "accountable" action to improve performance and communication

Lesson 2

Clarifying Your Desired Outcomes

- Identify and agree on the expectations of your internal or external customers
- Clarify your "picture of success" related to improved customer satisfaction
- Specify the expectations of senior management for improving performance and achieving your annual goals
- Develop a "picture of success" related to accomplishing your team goals for the organization
- Commit to ways for improving communication and teamwork in order to achieve your "pictures of success"

Lesson 3

Assessing Your Strengths and Areas for Improvement

- Assess current levels of customer satisfaction and service creating a baseline measurement
- Develop actions for improving your role and effectiveness with customers
- Identify where efficiency, productivity, and effectiveness can be improved
- Take actions for improving efficiency, effectiveness, and reducing costs

Lesson 4

Developing Recovery Plans to Ensure Success and Sustain Results

- Review and track the actions committed to in previous lesson plans
- Develop "proactive recovery plans" to get back on track, should you get off-track in taking the actions necessary to achieve results
- Create a support plan for improving teamwork and moving to the next level of high performance
- Implement a "Lessons Learned" process for tracking successes and areas for change

Lesson 5

Taking Action to Sustain Results

- Lead effective team meetings to stay focused, resolve problems, and make decisions for improved success
- Surface and resolve obstacles to success through "think-tank" problem solving and collaboration
- Develop a communication plan to ensure that information is shared effectively between team members and outside of the team

Lesson 6

Acknowledging and Reporting Success

- Compare and document results from pre and post Team Accountability Assessment
- Identify and reinforce new habits that resulted in higher levels of trust, communication, support and teamwork
- Document and report improvements in customer satisfaction
- Document and report improved productivity, efficiency, and reduced costs
- Summarize specific measurable results further clarifying your return on investment
- Create a communication plan to share your results with others to influence change and respect for your improvement efforts and results

What Makes It So Easy to Get Results?

Use *Success Through Accountability* as a part of your normal team meetings. As long as you meet at least once per month, you can implement this series within 3 to 6 months and experience measurable improvement in performance, communication, customer service and teamwork. It's that simple.

Using the self-paced DVD, you and your team get the guidance you need to be able to complete a lesson in 30 to 40 minutes of a regular team meeting. With the added support of an easy-to-use workbook for each team member, you will facilitate your own brainstorming, assessment, and commitment discussions. At the end of each lesson plan, you will agree on actions that you will electronically send to an IMPAQ Accountability Business Consultant for review and feedback.

And, if you have any questions or challenges, join the monthly tele-seminar or webinar for personalized guidance and instruction. You are supported the entire time, so that success is assured and you achieve the results you desire.

The Most Effective Self-Learning Program Offered

We all know that training is best achieved when there is an on-site instructor who can answer questions, model changes, and help solve challenges. But there is a significant cost associated with travel expenses, space, participant time to attend, given their busy schedules and contracting with external presenters. Now for less than \$100 per person, you can get the best of both worlds; flexibility and personalized coaching.

The Value Proposition

- A DVD of Mark Samuel explaining all of the concepts of accountability used for improving performance and communication as well as Mark guiding your manager and team through the process step-by-step (valued at \$995)
- A 58-page workbook for the manager and each team member (valued at \$74.95 per person)
- A copy of Mark's book, *The Power of Personal Accountability: Achieve What Matters to You* (valued at \$12.95 per person)
- A pocket-sized learning aide on the Personal Accountability Model for each person (valued at \$2.95 per person)
- A pre and post Team Accountability Assessment summary and comparison reports identifying the strengths, opportunities for improvement, and actual improvement of each team (valued at \$19.95 per person)
- Participation in a monthly tele-seminar or webinar for coaching assistance, question and answer, and personalized support (\$249.75 per manager or substitute team member)

Plus You Get Personalized Coaching and Feedback

At the end of each lesson, your team will be making commitments to take action on their learning. These commitments are to be sent to the Accountability Business Consultants for review and feedback (Valued at \$750 per team).

It Makes Dollars and Sense

If a similar program were offered with in-house instruction, it would cost over \$7,000 plus travel expense, without the value of having measurable results. Now, through this program, you deliver measurable results for under \$1,000.

If you were to buy each of these individual services for a 10-person team and its leader, it would cost you \$3,213; but that is not what you pay. You pay only \$995!

But what if my team is bigger than 10 people?

No problem. We have packages for 15, 20 and 25 people and you can call us for special sized group pricing for over 25.

But what if my team has 5 or less people?

No problem. We have a package price for teams of 5 or less for \$695. And, this price includes all of the features and benefits listed above—Team Accountability Assessment, copies of The Power of Personal Accountability and The Personal Accountability Card.

Retail Package Pricing*

5 Team Member Pkg	5 plus 1 leader; 6 people	\$695
10 Team Member Pkg	10 plus 1 leader; 11 people	\$995
15 Team Member Pkg	15 plus 1 leader; 16 people	\$1395
20 Team Member Pkg	20 plus 1 leader; 21 people	\$1745
25 Team Member Pkg	25 plus 1 leader; 26 people	\$2125

Call us for teams with more than 25 members.

* All prices are in USD and may be changed without notification