



CENTRAL BANK OF EGYPT
Egyptian Banking Institute

Cultivating a Culture of Responsibility

Interpersonal Skills



11369



In-Class



8 hours



EGP 3,450

Course Description:

One of the most crucial qualities to seek in an employee is responsibility. Responsible employees significantly contribute to the success of any organization, whether it operates for profit or not. This course will introduce the concept of responsibility and highlight the characteristics that define a responsible employee. It will also examine the impact of having responsible versus irresponsible employees on the organization.

Target Audience:

This course is designed for professionals across all departments /levels who aim to become more responsible and increase ownership in their work.

Course Objectives:

By the end of this course, participants will be able to:

- Define responsibilities and examine the responsibility ladder.
- Discuss qualities of responsible employees.
- Identify one's own responsibility level.
- Illustrate examples of responsibility in the workplace.
- Analyze the benefits of having responsible employees & the impact of having irresponsible employees.
- Discover different tools for business responsibilities in the form of software.
- Use the steps for handling an unconscious bias-based complaint at work.

Course Outline:

Module One: Accountability Ladder

- What is the Reality?
- Take Ownership
- Find Solutions
- Implement Solutions

Module Two: Importance of Responsibility in the Workplace

- Admitting to a Mistake
- Completing Work Shift
- Pulling Weight in Group Tasks

- Meeting Deadlines
- Work Quality
- Work Productivity
- Employee Engagement
- Employee Morale

Module Three: Benefits of Responsibility that Impact in a Personal and Organization

- Individual Success
- Build Trust with Co-Worker
- Builds Trust with Organization
- Success of Organization

Module Four: Characteristics of Responsible People

- Humble
- Transparent
- Promise Keeper
- Proactive

Module Five: Barriers

- No Direction
- No Ownership
- No Commitment
- No Resilience

Module Six: Overcome Barriers

- Create Clear Goals
- Provide Resources
- Allow and Provide Feedback
- Mentorship

Module Seven: Techniques for Increasing Responsibilities

- Prioritize Tasks
- Communicate Expectations
- Incentive Programs
- Consequences



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Assessment Strategy:

Participants will be informally assessed based on their interaction during sessions and their participation in the group exercises.

Course completion will grant participants:

0.6 CEUs

Course Language:

- Training Material: English
- Facilitation: Bilingual

Prerequisites:

None