

Course Outline: Team Accountability and Psychological Safety

Trust and accountability are the foundation of high-performing teams. Yet in technical, creative, or project-driven environments, openness and challenge can feel risky. This workshop helps participants build the skills and mindsets required to foster psychological safety while holding themselves and others accountable.

Using research-backed frameworks from thought leaders like Amy Edmondson and Patrick Lencioni, the course equips participants with tools to boost team trust, overcome dysfunction, and create a climate where people speak up, support each other, and deliver results together.

Who Should Attend?

- Team leaders and project managers aiming to build trust and shared ownership
- Team members navigating interpersonal challenges or performance gaps
- Anyone wanting to create a more open, constructive, and accountable work culture
- Cross-functional or matrix teams where collaboration is essential

Return on Investment

- Improves team cohesion, collaboration, and performance
- Reduces interpersonal friction and unproductive conflict
- Strengthens alignment and accountability across teams
- Equips individuals with tools to hold peers accountable constructively
- Encourages ownership and initiative—even without formal authority

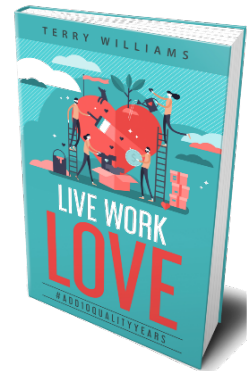
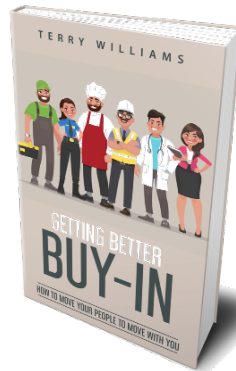
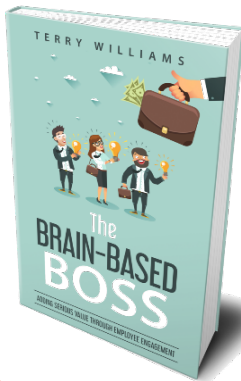
Learning Outcomes

Participants will be able to:

- Define psychological safety and its role in team performance
- Identify behaviours that build or erode trust
- Diagnose dysfunctions using practical tools and surveys
- Apply the Accountability Ladder and “Line of Choice” to everyday interactions
- Use clear conversational frameworks to hold others to account
- Co-develop personal and team-level strategies to foster accountability and safety

TERRY WILLIAMS

THE PEOPLE ENGAGEMENT **EXPERTS**



Engage people; improve results!

Our books are about getting better at getting better - in life, at work, and in leadership, personally & professionally.