

WORKSHOP 2

Driving Healthy Accountability

Leaders know they're supposed to empower their teams but, in practice, the balance between setting clear expectations, delegating effectively, and avoiding micromanagement gets muddy fast. When does accountability tip into control? When does giving autonomy start to feel like abandonment? Get it wrong, and the costs are real: research shows 85% of micromanaged employees report their morale was negatively impacted.

This workshop draws a clear line between what works and what doesn't by giving leaders the language, tools, and framework to hold people accountable while still leading with care.

Participants will experience an instantly applicable shift in their ability to:

- Empower rather than simply delegate
- Set clear expectations without micromanaging
- Hold others accountable without crushing autonomy
- Embrace flexibility, adaptability, and progress over perfection

Tools:

- **The Art of Caring Leadership** book
- **Caring Leadership Self-Assessment**
- **Emotional and Social Intelligence (ESI) Assessment**



"Heather creates *real* impact.

Her ability to customize her message to your organization's culture and goals ensures every word inspires action."

SARAH LAVAUTE (MAZZOCCO) SHRM-SCP, M.EDTECH | Chief People Officer, American Senior Living