



## SYSTEMS LEADERSHIP: systems building

# CREATING A CULTURE OF ACCOUNTABILITY

Today's world is one in which citizens are demanding an ever-increasing level of accountability from their local government, and the media is more aggressive in scrutinizing performance than ever before. In this environment, it becomes even more important to ensure that accountability permeates the entire organization. Creating a Culture of Accountability uses the 12 tenets of the ICMA Code of Ethics as the framework for creating a pervasive cultural commitment to a high accountability environment.

### Objectives:

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

- Learn what accountability means
- Understand organizational culture (and how to use it)
- Understand how to shift the organization from compliance to commitment
- Identify ways to lead and manage an accountable organization
- Determine the outcomes and value of accountability

