

Creating a Culture of Accountability

When accountability isn't consistently reinforced, morale suffers and expectations blur. Rebuilding a culture of responsibility starts with clear standards, consistent follow-through, and leading by example.

Learning Targets

- The language of Accountability (it should be positive not negative!)
- How to set expectations S.M.A.R.T.E.R
- The benefits of being specific and taking ownership

Participants will receive a copy of the book, *Winning with Accountability* by Henry J. Evans for additional learning and application.

August 19, 2025
9:00am-12:00pm

LindenPointe
3580 Innovation Way
Hermitage

\$199

Early-bird rate available.

Instructor: Lisa Pustelak

Lisa Pustelak, NWIRC's Culture Development Manager, has over 25 years of experience working with companies to help people develop their potential. She is a certified Professional Coach through Duquesne University, certified Balance Score Card Professional, certified DDI Facilitator, and a member of Women in Manufacturing, NTMA, Association of Talent Development, and PA Business and Professional Women.

