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COURSE BROCHURE

Compassionate Accountability Training Course for Team Leaders

28 February – 4 March 2027
Kuala Lumpur

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Registered in the United Kingdom and Saudi Arabia

Compassionate Accountability Training Course for Team Leaders

Ref: 2526_95918 **Date:** 28 February – 4 March 2027 **Location:** Kuala Lumpur **Fees:** 4600 GBP

Compassionate Accountability is a 1-week training course for team leaders and middle managers who must hold people to clear standards while treating them with genuine care, and it ends with each participant drafting a Team Expectations and Care Agreement. Hybrid schedules, stretched workloads and rising wellbeing expectations make firm yet humane supervision a daily test of credibility. Jupiter Prime Training delivers this Compassionate Accountability course.

Why Compassionate Accountability Matters Now

Three pressures meet on the desk of every supervisor. Employees expect managers to notice strain and respond to it, yet senior leaders still expect deadlines and quality to hold. Supervisors who lean only towards warmth let standards drift and frustrate reliable colleagues; those who lean only towards pressure lose trust, discretionary effort and talent. The course rests on practical methods of expectation setting, reflective inquiry, candid feedback and purpose mapping, applied together rather than as separate techniques.

Who Gains Most from Compassionate Accountability

- Leaders of operational crews who set shift targets and handle missed commitments
- Supervisors of specialist staff who balance expertise, autonomy and delivery standards
- Middle managers who coach first-line supervisors through difficult staff situations
- Project leads who hold contributors to milestones without formal line authority
- People partners who support supervisors through sensitive performance cases

A management layer from one department gains most when several of its members attend together and agree one shared standard for firm, caring follow-through.

Compassionate Accountability Capabilities

Participants leave able to pair a clear expectation with a humane response when that expectation is missed, and to link routine duties to a reason colleagues recognise.

- Specify observable expectations and agreed consequences — for the team member and their supervisor
- Apply reflective inquiry to uncover pressures behind a missed commitment — for the follow-up decision
- Design a candid performance conversation that protects dignity — for the employee and the people partner
- Weigh support options against standards that must not slip — for the department head
- Communicate the purpose behind routine tasks in plain terms — for front-line staff
- Build a follow-through rhythm that tracks agreed commitments — for the wider leadership group

Key Compassionate Accountability Terms

- Compassionate accountability — holding a person to an agreed standard while showing real concern for their circumstances and growth.
- Expectation contract — a short written agreement stating what good looks like, by when, and what support is available.
- Reflective inquiry — asking open questions and restating answers to understand the situation before judging the shortfall.
- Candour — saying clearly and early what is not working, without blame or softening the facts.
- Line of sight — the visible link between a person's daily task and the outcome it serves for customers or colleagues.
- Follow-through rhythm — a regular, predictable check on commitments that replaces surprise interventions.

Compassionate Accountability Day by Day

Day 1: The Care and Standards Balance

- Warmth and Firmness Grid — Diagnosing Your Default Supervisory Pattern
- Cost of Drift Analysis — Effect of Tolerated Shortfalls on Reliable Staff
- Psychological Contract Mapping — What Staff Expect Beyond the Job Description
- Hybrid and Shift Contact Audit — Where Early Warning Signals Get Lost
- Personal Leadership Stance Statement — Choosing How You Want to Be Seen

Day 2: Clear Expectations and Agreements

- Observable Standard Writing — Turning Vague Wishes Into Checkable Outcomes
- Expectation Contract Template — Agreeing Deadlines, Quality and Available Support
- Consequence Ladder Design — Proportionate Responses to Repeated Shortfalls
- Role Boundary Clarification — Separating Personal Struggles From Task Ownership
- Commitment Confirmation Technique — Checking Shared Understanding Before Work Starts

Day 3: Inquiry Before Judgement

- Reflective Questioning Sequence — Surfacing Workload, Skill or Motivation Causes
- Restating and Summarising Practice — Showing the Person Their View Was Heard
- Viewpoint Switching Exercise — Seeing the Shortfall Through the Employee's Eyes
- Root Cause Sorting Sheet — Deciding Between Coaching, Resources or Escalation
- Wellbeing Referral Routes — When a Supervisor Should Hand Over Support

Day 4: Candid Conversations and Meaning

- Dignity-Preserving Feedback Structure — Naming Facts, Impact and Next Steps
- Emotional Reaction Handling — Staying Steady With Tears, Anger or Silence
- Line of Sight Storytelling — Connecting Routine Tasks to Customer Outcomes
- Recognition That Reinforces Standards — Praising Effort Tied to Agreed Results
- Follow-Through Rhythm Planning — Weekly Check-Ins That Replace Surprise Interventions

Day 5: Practising the Team Expectations and Care Agreement

- Healthcare Rota Case — Applying Inquiry and Consequence Steps Together
- Logistics Depot Case — Rehearsing a Candid Conversation Under Time Pressure
- Peer Observation Round — Scoring Warmth, Clarity and Follow-Through Balance
- Team Purpose Statement Drafting — Linking Each Role to a Shared Reason
- Team Expectations and Care Agreement — Final Draft for Your Own Unit

Applying Compassionate Accountability After the Course

- Agree written expectation contracts with two team members whose standards have recently drifted, using the consequence ladder.
- Run four weekly follow-through check-ins with your unit, opening each with one reflective question before reviewing commitments.

Compassionate Accountability Questions FAQ

What is compassionate accountability and why does it matter now?

Compassionate accountability is the practice of holding people to agreed standards while responding to their circumstances with care. It matters now because supervisors are caught between kindness and delivery and need methods that serve both.

Which roles gain most from compassionate accountability training for team leaders?

Team leaders and middle managers who supervise others directly gain most. Crew leaders, specialist supervisors, project leads and people partners apply the methods to real staff situations.

How does compassionate accountability differ from a general emotional intelligence course?

It differs by tying care to explicit standards and consequences. A general emotional intelligence course builds self-awareness and listening; this subject adds expectation contracts, consequence ladders and follow-through rhythms.

What do you bring back from compassionate accountability training?

You bring back a drafted agreement for your own team that sets expectations, consequences and support routes. You also return with a rehearsed conversation structure and a weekly check-in rhythm.

Compassionate Accountability: The Way Forward

The Team Expectations and Care Agreement gives each supervisor a shared reference for what good work looks like and how shortfalls will be handled. Its first use is agreeing standards with the team, and staff, supervisors and people partners all rely on it. After the first difficult case, revisit how the balance between care and firmness actually felt to the employee.