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COURSE BROCHURE

Decision Rights, Role Clarity and Ethical Accountability Training Course

2 – 6 May 2027
Kuala Lumpur

Decision Rights, Role Clarity and Ethical Accountability Training Course

Ref: 2626_99867 **Date:** 2 – 6 May 2027 **Location:** Kuala Lumpur **Fees:** 4600 GBP

Decision Rights, Role Clarity and Ethical Accountability is a 1-week training course for supervisors and managers who shape how work is divided, approved and owned, and who leave with a team decision rights and accountability chart. Blurred ownership, overlapping approvals and unclear reporting lines are where shortcuts, blame-shifting and quiet rule-bending usually begin. Jupiter Prime Training treats decision rights and role clarity as the structural base of integrity at work.

Why Decision Rights and Role Clarity Matter Now

Flatter hierarchies, matrix reporting and dispersed teams have multiplied the number of people who touch a single decision, while auditors, boards and employees expect to see who signed off and why. When authority is vague, people either wait for permission that never comes or act beyond their mandate, and both habits erode trust in managers. Organisations that define who recommends, who decides and who must be consulted find that integrity becomes a property of the design, not only of individual character. The course rests on delegation of authority schedules, segregation of duties and role description practice rather than on any single proprietary model.

Who Gains Most from Decision Rights and Role Clarity

- Supervisors who allocate tasks and approve routine requests within a shift or section
- Middle managers who sit between several reporting lines and must reconcile competing instructions
- Department heads responsible for approval limits, sign-off chains and handovers between units
- Process owners who redesign workflows and need to place checks at the right step
- People specialists who maintain job descriptions, grading notes and authority matrices

A department whose supervisors and its manager attend together gains most, because they can redraw their shared approval chain during the week.

Decision Rights and Role Clarity Capabilities

Participants move from describing who does what to deciding who owns which choice, and how that ownership is seen and checked.

- Assess where overlapping or missing ownership creates ethical exposure in a unit — informs restructuring priorities
- Design a delegation of authority schedule with clear approval thresholds — serves finance and operations heads
- Specify role boundaries, handoffs and escalation points in plain language — serves new jobholders and their supervisors
- Apply segregation of duties to a live workflow without slowing it unduly — informs process owners
- Build daily routines that make accountability visible, such as decision logs and sign-off notes — serves auditors and senior managers
- Communicate changes to reporting lines so that staff accept the new structure — serves affected teams

Key Decision Rights and Role Clarity Terms

- Decision rights — the defined authority of a role to recommend, approve, veto or be consulted on a specific type of choice.
- Delegation of authority — a documented schedule stating which roles may commit resources or approve actions, and up to which limit.
- Segregation of duties — splitting the steps of a sensitive task so no single person can both carry it out and approve it.
- Span of control — the number of people reporting directly to one manager, which affects how closely conduct can be supported.
- Dual reporting — an arrangement in which one jobholder answers to two managers, usually a line manager and a functional lead.
- Accountability gap — a task or decision that several roles touch but none clearly owns, where errors and lapses go unnoticed.

Decision Rights and Role Clarity Day by Day

Day 1: Structure as a Driver of Conduct

- Organisation Chart Reading — Where Authority Actually Sits Versus Where It Appears
- Span of Control Analysis — Supervision Depth and Behavioural Oversight
- Matrix and Dual Reporting Patterns — Conflicting Instructions and Divided Loyalty
- Accountability Gap Scan — Unowned Tasks That Invite Shortcuts
- Structural Pressure Points — Targets, Incentives and Workload Design

Day 2: Defining Roles and Boundaries

- Role Purpose Statements — Anchoring Each Job to a Clear Contribution
- Responsibility Boundary Mapping — Separating Own, Share and Support Tasks
- Handoff and Interface Agreements — Ownership at the Joins Between Units
- Escalation Routes — When and to Whom Jobholders Refer Decisions
- Job Description Refresh — Aligning Written Roles with Real Practice

Day 3: Allocating Decision Rights

- Decision Inventory — Listing Recurring Choices a Unit Must Make
- Recommend, Approve and Consult Roles — Allocating Authority per Decision
- Delegation of Authority Schedules — Thresholds, Limits and Countersignature Rules
- Segregation of Duties Testing — Splitting Sensitive Steps in Procurement and Payroll
- Conflict of Interest Declarations — Recusal Rules Built into Approval Chains

Day 4: Accountability in Daily Routines

- Decision Logs — Recording Who Decided, on What Basis and When
- Sign-Off Notes and Audit Trails — Evidence for Later Scrutiny
- Team Huddle Accountability Checks — Commitments Reviewed Against Owners
- Consequence Consistency — Applying Standards Equally Across Grades
- Integrity Signals in Performance Conversations — Rewarding How Results Were Reached

Day 5: Practice Redesigning a Unit Structure

- Case Clinic From Healthcare and Logistics — Applying Gap Scans to Real Units
- Reporting Line Redesign — Testing Options Against Span and Boundary Criteria
- Authority Schedule Drafting — Converting the Decision Inventory into Limits
- Change Communication Brief — Explaining New Ownership to Affected Staff
- Accountability Chart Completion — Finalising Owners, Approvers and Review Cycle

Applying Decision Rights and Role Clarity After the Course

- Run an accountability gap scan with the team on its three most frequent decisions and assign a single owner to each.
- Pilot a decision log for one approval chain for four weeks and review what it reveals about delays and overrides.

Decision Rights and Role Clarity Questions FAQ

What are decision rights and role clarity, and why do they matter now?

Decision rights and role clarity define who owns, approves and supports each choice in a unit. They matter now because matrix structures and dispersed teams make ownership easy to blur, and blurred ownership is where lapses in integrity tend to start.

Which roles gain most from decision rights and role clarity training?

Supervisors, middle managers and department heads gain most. Anyone who approves requests, assigns tasks or sits between two reporting lines will find the methods directly usable, and process owners benefit when redesigning workflows and checks.

How does a decision rights and role clarity course differ from a business ethics course?

It works on structure rather than values statements. A general ethics course explores dilemmas and personal judgement, while this one redesigns authority schedules, role boundaries and routines so that ethical conduct is supported by how the unit is organised.

What do you bring back from decision rights and role clarity training?

You bring back a decision rights and accountability chart for your own unit, listing its recurring decisions, the owner and approver of each, the relevant limits and a review cycle, ready to discuss with your manager.

Decision Rights and Role Clarity: The Way Forward

The decision rights and accountability chart first informs which approvals stay with the manager and which move to supervisors. Supervisors, process owners and internal reviewers use it as the reference when questions of ownership arise. After its first quarter in use, it is worth revisiting where overrides cluster, since they show where the structure still pulls people away from the agreed authority.