



Crystal Lean Solutions

Training
Academy

Accountability through Tiered Management



Accountability through Tiered Management

DURATION:	2 Days
ACCREDITATION:	Crystal Lean Solutions
COURSE CODE:	1080

AIM:

The aim of the Accountability through Tiered Management programme is to provide you with the structure, tools, and behaviours needed to embed a culture of accountability at every level of the organisation through a clearly defined tiered management system.

OBJECTIVES:

At the end of this programme, learners will be able to:

- ✿ Understand the principles and benefits of tiered management.
- ✿ Identify roles and responsibilities at each tier.
- ✿ Establish effective routines for accountability and performance tracking.
- ✿ Implement visual management and escalation processes.
- ✿ Foster ownership, clarity, and continuous improvement across teams

THIS PROGRAMME IS FOR:

The Accountability through Tiered Management programme is suitable for individuals responsible for driving performance and accountability across functions and levels, including but not limited to:

- ✿ Frontline and Middle Managers
- ✿ Team Leaders and Supervisors
- ✿ Continuous Improvement and Lean Professionals

PROGRAMME CONTENT:

Day 1 – Building the Foundations of Tiered Accountability

Session 1: Understanding Tiered Management and Accountability

Topics:

- ✿ What is tiered management and why it matters
- ✿ The connection between accountability, performance, and culture
- ✿ Benefits of structured management systems
- ✿ Case studies of successful tiered management implementation

Learning Activities:

- ✿ Icebreaker: “What accountability looks like in my world”
- ✿ Group discussion: Identifying accountability gaps in current systems

Session 2: Roles, Responsibilities, and Ownership Across Tiers

Topics:

- ✿ Roles and responsibilities at each management tier (Frontline, Middle, Senior)
- ✿ Aligning team accountability with organisational goals
- ✿ Tools: RACI and accountability ladders
- ✿ Empowering decision-making at the right level

Learning Activities:

- ✿ Workshop: “Mapping your team’s accountability structure”
- ✿ Reflection exercise: “Where does ownership start and stop in my team?”

Session 3: Establishing Effective Tiered Management Routines

Topics:

- ✿ Daily, weekly, and monthly management rhythms
- ✿ The structure and flow of Tier 1, Tier 2, and Tier 3 meetings
- ✿ Standard agendas, KPIs, and action tracking
- ✿ Encouraging communication and follow-through

Learning Activities:

- ✿ Simulation: Running an effective Tier 1 meeting
- ✿ Feedback and debrief: Identifying improvement opportunities

Session 4: Visual Management and Performance Tracking

Topics:

- * Principles of visual management
- * Using visual boards and dashboards to track KPIs and issues
- * Linking visual management to daily accountability routines
- * Digital tools for performance visibility

Learning Activities:

- * Hands-on exercise: “Designing your team’s visual management board”
- * Peer review of visual management concepts

Day 2 – Embedding, Escalating, and Sustaining Accountability

Session 5: Escalation and Problem-Solving Processes

Topics:

- * When and how to escalate issues effectively
- * Empowerment vs. escalation: finding the right balance
- * Root cause analysis tools (5 Whys, A3 Thinking)
- * Maintaining consistency across tiers

Learning Activities:

- * Scenario-based practice: “Handling real-world escalation challenges”
- * Group debrief: Lessons from structured problem-solving

Session 6: Accountability Behaviours and Leadership Mindset

Topics:

- * Leadership behaviours that drive accountability
- * Coaching and feedback for performance improvement
- * Recognising ownership and accountability in action
- * Building trust and psychological safety within teams

Learning Activities:

- * Role-play: “Coaching for accountability”
- * Reflection: “What accountability looks like from me as a leader”

Session 7: Embedding and Sustaining Tiered Management

Topics:

- ✿ Assessing the maturity of tiered management practices
- ✿ Continuous improvement loops and review cycles
- ✿ Integrating accountability into team culture
- ✿ Sustaining long-term performance and engagement

Learning Activities:

- ✿ Group project: “Designing your Tiered Management Blueprint”
- ✿ Action planning: “Implementing tiered accountability in my team”

ASSESSMENT:	None
GRADING:	Not Applicable
PROGRAMME DELIVERY:	Classroom
TOTAL DURATION OF THE PROGRAMME INCLUDES:	2 Days
CERTIFICATION CRITERIA:	Completion of all training days on programme.
CERTIFICATION BODY:	Crystal Lean Solutions
RECOGNITION OF PRIOR LEARNING (RPL):	Please discuss directly at office@crystalleansolutions.ie
PRE-REQUISITE:	None

OTHER COURSES OF INTEREST FROM THE CLS TRAINING ACADEMY:



- ✿ Strategy Development and Deployment
- ✿ Project Portfolio Management
- ✿ A3 Problem Solving
- ✿ Human Error Problem Solving
- ✿ Effective Presentation Skills
- ✿ Teamwork & Conflict Management