



**Laura Dwinnell**  
**Senior Consultant – Arbinger Institute**

The leadership skill executives most often say they wish their leaders possessed is the skill of holding people accountable. But, if we were to hold people accountable, then our people are not being accountable. The actual most important leadership skill is the skill of developing accountable people. Specifically, participants will learn:

1. The major problem underlying our efforts to hold people accountable.
2. The required conditions for developing self-accountable people.
3. A simple but powerful self-accountability model that can be applied immediately.

Traditional performance evaluations focus on capabilities and effort, however, to be fully accountable, we must answer for our impact. In this session, we will explore how to measure our impact—and how mindset affects our efforts to improve impact.

Laura Dwinnell is a highly experienced consultant and Certified Professional Facilitator focused on helping organizations accelerate their results. Prior to working with Arbinger, Laura provided senior executive level support to numerous federal agencies, including the Department of Defense and Department of Commerce, as well as to large corporations and non-profits. Her 20 years of expertise in process engineering, strategic planning, leadership development, and team building allows her to bring teams to unified and integrated solutions that bring about real, positive, and lasting change. She specializes in designing and facilitating workshops that feature high collaboration, produce actionable results, and achieve increased buy-in from participants. Her ability to combine quantitative and analytical approaches with engaging communication helps drive innovative thinking and problem-solving for her clients. She holds a master's degree in Operations Research & Management Science and a bachelor's degree in Mathematics. Laura enjoys keeping her life balanced by spending time with her husband and kids, doing just about anything outside, training with friends for triathlons, taking motorcycle rides in the country, and practicing gratitude.

