

Empowerment

An Element of Supportive Cultures



Providing people with the resources, authority, and opportunity to make decisions and deliver outcomes

Empowering people leads to:

50% 

Higher Customer Loyalty ¹

67% 

Increase in Willingness to Work Harder ²

69% 

Higher Success Rate When Empowered Teams Challenge the Status Quo ³

TIME IS MONEY

The time spent by senior management on decision making costs up to **\$350 million** in salary per year ⁴

Leaders who empower their staff members are more inclined to delegate power and foster independent decision-making, savings both time and money

TOP TIPS TO LIFT EMPOWERMENT

Define expectations

Be clear about your expectations. Invite questions and leave room for clarification.

- What deliverables are you expecting and by when?
- What does success look like?
- Who should be consulted?
- How often do you want to review progress?

Demonstrate trust

Encourage autonomy and show faith in employees

- Allow more freedom in task approaches, idea sharing, and lower-level decision-making

Build skill and confidence

Provide opportunities to start with low-risk decisions to build confidence and skills

- If your team have little experience in acting autonomously and using discretion, start with low risk decisions first

Set boundaries

Be clear on who makes what decision and why

- Discuss and agree on the principles that will inform how decisions are made and who makes them
- Reflect on the decisions you make and whether you are the best person to make them. What can you delegate to others?

Recognise efforts

Show appreciation for employees' efforts

- Take the time to recognise employees' efforts in making their own choices and decisions

Develop through delegation

Use delegation to develop employees and further lift empowerment

- Trusting capable and empowered employees with more challenging tasks aligned with their goals can offer enhanced learning and development opportunities whilst also increasing empowerment

TOP TIPS TO LIFT EMPOWERMENT

Invest in coaching

Step into the role of leader as a coach

- Resist the temptation to solve problems and make decisions for your team
- Spend time asking questions that will help employees think through their challenges and how to solve them
- Talk through how key decisions are made and why
- Invite employees to observe important decisions being made

Connect, consult and make it safe

Empowerment is not just about giving people choices about how they get their work done.

- Helping people connect what they do to the overall purpose of the organisation, consulting with them prior to important decisions and changes being made, and making it okay to speak up and challenge will also lift empowerment

Let go of prescribed outcomes

Be prepared for employees to deliver different outcomes

- Recognise that giving people a choice on how they do their work, may lead to a different, yet equally acceptable outcome
- Be comfortable with failure. Team members who are moving up the empowerment curve will invariably make mistakes. Use these moments as learning opportunities

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