

Empowering Your Team

Share information: Sharing information with employees is important because it not only helps to build trust; it gives employees important information that will allow them to make the best possible decisions in critical situations.

Create clear goals and objectives: Be clear with your vision, goals/objectives, and roles. This will help create the framework necessary to guide employees to make empowered decisions to keep customers happy.

Teach that it's o.k. to make mistakes: If you empower employees to make decisions that will help keep customers happy, then you have to be willing to allow them to make mistakes and learn from those mistakes. Berating an employee who tried something new will only serve to keep others from trying new things.

Create an environment that celebrates both successes and failures: Don't just celebrate the successes, celebrate the employees who took a risk but maybe didn't obtain the results intended but learned valuable lessons themselves and for the company.

Support a learning environment: This is an ongoing process whereby teams look at various situations and discuss them together to determine how they might handle things differently in the future to achieve a different result. This is really what our lives are all about...learning new things as we age, by analyzing the things we've done in the past.

