

1: Empowerment - Wikipedia

The credo of an empowering manager is to create a work environment in which people are empowered, productive, contributing, and happy. Instead of hobbling employees by limiting their tools or information, trust them to do the right thing, get out of their way, and then watch them catch fire.

Empowerment as a methodology is also associated with feminism. Process[edit] Empowerment is the process of obtaining basic opportunities for marginalized people, either directly by those people, or through the help of non-marginalized others who share their own access to these opportunities. It also includes actively thwarting attempts to deny those opportunities. Empowerment also includes encouraging, and developing the skills for, self-sufficiency , with a focus on eliminating the future need for charity or welfare in the individuals of the group. This process can be difficult to start and to implement effectively. Strategy[edit] One empowerment strategy is to assist marginalized people to create their own nonprofit organization , using the rationale that only the marginalized people, themselves, can know what their own people need most, and that control of the organization by outsiders can actually help to further entrench marginalization. Charitable organizations lead from outside of the community, for example, can disempower the community by entrenching a dependence charity or welfare. A nonprofit organization can target strategies that cause structural changes, reducing the need for ongoing dependence. Red Cross , for example, can focus on improving the health of indigenous people, but does not have authority in its charter to install water-delivery and purification systems, even though the lack of such a system profoundly, directly and negatively impacts health. A nonprofit composed of the indigenous people, however, could ensure their own organization does have such authority and could set their own agendas, make their own plans, seek the needed resources, do as much of the work as they can, and take responsibility "and credit" for the success of their projects or the consequences, should they fail. In other words, "Empowerment is not giving people power, people already have plenty of power, in the wealth of their knowledge and motivation, to do their jobs magnificently. We define empowerment as letting this power out. To empower a female " Criticism[edit] Before there can be the finding that a particular group requires empowerment and that therefore their self-esteem needs to be consolidated on the basis of awareness of their strengths, there needs to be a deficit diagnosis usually carried out by experts assessing the problems of this group. The fundamental asymmetry of the relationship between experts and clients is usually not questioned by empowerment processes. It is particularly questionable whether mentally ill people in acute crisis situations are in a position to make their own decisions. According to Albert Lenz, people behave primarily regressive in acute crisis situations and tend to leave the responsibility to professionals. In social work and community psychology[edit] Empowerment in the work for senior citizens in a residential home in Germany In social work , empowerment offers an approach that allows social workers to increase the capacity for self-help of their clients. They lose their self-confidence because they cannot be fully self-supporting. The opportunities denied them also deprive them of the pride of accomplishment which others, who have those opportunities, can develop for themselves. This in turn can lead to psychological, social and even mental health problems. In health promotion practice and research[edit] As a concept, and model of practice, empowerment is also used in health promotion research and practice. The key principle is for individuals to gain increased control over factors that influence their health status [12]. To empower individuals and to obtain more equity in health, it is also important to address health-related behaviors [13]. Studies suggest that health promotion interventions aiming at empowering adolescents should enable active learning activities, use visualizing tools to facilitate self-reflection, and allow the adolescents to influence intervention activities [14]. In economics[edit] According to Robert Adams, there is a long tradition in the UK and the USA respectively to advance forms of self-help that have developed and contributed to more recent concepts of empowerment. For example, the free enterprise economic theories of Milton Friedman embraced self-help as a respectable contributor to the economy. Economic empowerment is also the empowering of previously disadvantaged sections of the population, for example, in many previously colonized African countries. Legal empowerment approaches are interested in understanding how they can use the law to advance interests and priorities of the marginalised.

Legal empowerment is about grass root justice, about ensuring that law is not confined to books or courtrooms, but rather is available and meaningful to ordinary people. The state legal system is constrained by a range of different factors – from lack of resources to cultural issues. Among these factors economic, geographic, linguistic and other constraints on access to courts, lack of legal awareness as well as legal assistance tend to be recurrent problems. Equal opportunity laws which actively oppose such marginalization, are supposed to allow empowerment to occur. These laws made it illegal to restrict access to schools and public places based on race. Gender empowerment and Women empowerment Gender empowerment conventionally refers to the empowerment of women , which is a significant topic of discussion in regards to development and economics nowadays. It also points to approaches regarding other marginalized genders in a particular political or social context. This approach to empowerment is partly informed by feminism and employed legal empowerment by building on international human rights. Empowerment is one of the main procedural concerns when addressing human rights and development. Potterfield, [23] many organizational theorists and practitioners regard employee empowerment as one of the most important and popular management concepts of our time. Ciulla discusses an inverse case: One account of the history of workplace empowerment in the United States recalls the clash of management styles in railroad construction in the American West in the mid century, where "traditional" hierarchical East-Coast models of control encountered individualistic pioneer workers, strongly supplemented by methods of efficiency -oriented "worker responsibility " brought to the scene by Chinese laborers. In this case, empowerment at the level of work teams or brigades achieved a notable but short-lived demonstrated superiority. See the views of Robert L. During the s and s, empowerment has become a point of interest in management concepts and business administration. In this context, empowerment involves approaches that promise greater participation and integration to the employee in order to cope with their tasks as independently as possible and responsibly can. A strength-based approach known as "empowerment circle" has become an instrument of organizational development. Multidisciplinary empowerment teams aim for the development of quality circles to improve the organizational culture, strengthening the motivation and the skills of employees. The target of subjective job satisfaction of employees is pursued through flat hierarchies, participation in decisions, opening of creative effort, a positive, appreciative team culture, self-evaluation, taking responsibility for results , more self-determination and constant further learning. The optimal use of existing potential and abilities can supposedly be better reached by satisfied and active workers. Here, knowledge management contributes significantly to implement employee participation as a guiding principle, for example through the creation of communities of practice. Otherwise there is a danger of being overwhelmed or even becoming lethargic. In the book Empowerment Takes More Than a Minute, the authors illustrate three keys that organizations can use to open the knowledge, experience, and motivation power that people already have.

2: Free Stuff 4 Daily Needs - Empowering YOU towards a HOPE and a FUTURE.

Employee empowerment may be the most underutilized tool in all of customer service. Too many organizations have a gap between the autonomy and authority they grant their frontline teams and the amount that they realistically could grant.

When employees can work independently, your time is freed up to do other necessary business tasks. Doing the job independently and being empowered, are similar but slightly different. When you empower employees, you give them the ability to make certain decisions, rather than employees who only follow the standard procedures when working independently. This has huge benefits for the employee, your team and the company bottom line. An employee becomes more accountable, knowing that the boss has confidence in his ability to perform. That confidence means he will get the job done and that he will do the job to the best of his ability.

Faster Problem Resolution Nothing is more frustrating when dealing with business issues than to constantly have to refer to another person on the chain of command. If a person is given the resources and authority to get the job done without running around for 10 authorizations, things get done faster. For example, if you are out of the office at a lunch meeting and the phones go down, having an employee who is authorized to work with the phone technicians to resolve the problem could have the problem solved before you return from lunch. If this employee had not been empowered to do this, the entire office would have remained down until you returned either early from lunch or after.

Higher Quality Customer Service Think about how many times that car salesman has to go to the manager to get approval for the next line item negotiated. People like dealing with the person who can get the job done for them. Giving employees the power to make certain deals, give certain discounts at their discretion or provide other customer service solutions builds a happier customer base.

Job Satisfaction Empowered employees often have higher job satisfaction because they know that the boss values and trusts them. Imagine an employee who helped an unhappy customer get the resolution that customer had desired, and then even sold them a second product by thinking outside of the normal company protocol. This employee will feel great about the accomplishment. Many times, situations like this build employee confidence helping to mold junior talent into senior management over time.

Improved Processes and Procedures Empowered employees are allowed to question things and look at every aspect of the job from their perspective. He never questions the process. An empowered employee sees a better way, makes the adjustments to change the pegs and makes the entire system better. Empowered employees know that managers respect new ideas that make things better.

3: www.enganchecubano.com: Customer reviews: Free at Empowering Women Toward Financial Freedom

There are many benefits of employee empowerment that help managers build stronger teams and more productive work forces. Trust is the foundation of empowering employees and recognizing their.

Too many organizations have a gap between the autonomy and authority they grant their frontline teams and the amount that they realistically could grant. Often, that gap is quite large. Yet, the difficulty individuals and organizations have empowering employees is understandable. It is the nature of individuals to be risk averse, and it is the nature of organizations to create rules to prevent problems from recurring. Both of these dynamics combine to restrict employees and the actions they are allowed to take to make a positive impact on the customer experience. It is the natural gravitational pull of every organization to move towards more control and less flexibility. That pull is constantly working in diametric opposition to empowerment and can only be countered through conscious, proactive action and leadership. Empowerment rarely occurs naturally and almost always requires some sort of institutional backing and concentrated initiative. Only once a culture of empowerment is firmly established can empowerment grow naturally and even then it must be nurtured and monitored, because even in the most empowered organizations the tendency to create more controls is strong. Empowering employees in a smart, effective way takes focus and requires a measured, considered approach. In this guide, we are going to take a look at why employee empowerment is important and how you can make it work for your organization. We will cover the following topics: What Is Employee Empowerment Chapter 2: Smart Empowerment for the Real World Chapter 4: What Is Employee Empowerment. Employee empowerment had been defined as follows: Empowerment is based on the idea that giving employees skills, resources, authority, opportunity, motivation, as well holding them responsible and accountable for outcomes of their actions, will contribute to their competence and satisfaction. Academics studying the subject generally approach the two types of empowerment as separate and distinct phenomena. For the purposes of this guide, you should simply note that there is a difference between actual and psychological empowerment and understand that even when you grant employees more power and authority, they still might not feel empowered. Without psychological empowerment, actual empowerment is of limited value. This research has produced a variety of findings, and one theme that seems to be fairly universal is that empowerment is a win-win-win for employee, customer and organization, generally resulting in higher job satisfaction and better customer experiences. Here are three quick examples of how employee empowerment can yield positive results for your organization: Empower your employees, and they will make the right decisions. It is presented as a magical idea “a panacea that cures all service ills. However, empowerment is not about feel-good platitudes; empowerment is a decision about risk and reward. This is why I believe in Smart Empowerment. Empowerment that strategically allows employees to impact the customer experience positively through real-time decision making and authority while limiting the amount of financial, legal, and operational risks the firm is exposed to. Actual empowerment is contextual, and its limits should reflect the balancing of the expected rewards with the potential risks. Obviously, this is an extreme example used to make a conceptual point: The second aspect of smart empowerment is operability and scalability, meaning that the empowerment granted works well within the framework of current operational processes and is scalable across similar job functions throughout the organization. Organizations must ensure that employees can succeed with the authority and responsibility they have been granted by making sure that it works on the front lines in an effective and easy-to-implement fashion. The Empowerment Wheel below breaks down some of the most common categories of actual employee empowerment. Each piece of the wheel is color coded to indicate the potential riskiness of empowerment by category. The Employee Empowerment Wheel It is important to note that these risks are extremely broad and will vary greatly by industry and company. The risks are also highly relative; something that is labeled an intermediate risk could be much less risky than something which falls under a low risk category. The categories are designed to represent a general way to view categorical risks across industries but must be adapted to you own industry, organization, and most importantly, the specific nature of the authority and powers being granted. Click Image for Full Size The Empowerment Wheel is a

brainstorming tool – a graphical tickler for you and your team to consider the various types of empowerment and the potential risks that come with them. It is meant to remind you that empowerment can have unintended consequences and to help you be more tactical and thoughtful in empowering employees. In the end, each specific way you empower employees should be viewed through the lens of upside and downside, risk and reward. As such, the first step in evaluating how empowerment can have an impact on your customer experience is to ask one simple question: As you work through the process of finding these improvements, keep in mind the 9 tips below.

Loosen the Reins Overall Few people enjoy being micromanaged, and few employees prefer reporting on their job instead of actually doing their job. How many signatures does process X need? How many forms does process Y take? How many layers of escalation does situation Z require? While the devil is inevitably in the empowerment details, one of the fundamental early steps is looking at the time your team spends trying to get its job done instead of the time it spends actually getting its job done.

Broaden and Deepen Responsibilities Actual empowerment can be broken down into two types: When looking at empowerment, evaluate opportunities both horizontally and vertically.

Job Enlargement horizontal – Expanding job responsibilities to include more responsibilities typically found at the same level. For instance, the employee is no longer constrained by helping customers in their own department but in every part of the service floor.

Job Enrichment vertical – Expanding job responsibilities to include responsibilities typically found at a higher level of the organization. For example, the same employee is now given the ability to process customer refunds without a manager signature.

Demonstrate that You Trust Your Team If your culture has not been one of empowerment, turning the ship around will take time. They need to feel psychologically empowered and to do that they have to feel that you trust them to make decisions. Do what you think is best. The less empowered they have been in the past, the more difficult it will be to make them truly feel empowered. Provide an Allowance for Solving Customer Issues In most industries, inexpensive concessions can be made at many points throughout the customer experience: I used a similar principle many, many years ago in a retail service business of mine. Like many small businesses, we had controls in place that required escalation for most refunds or comps. Management time was being taken up and customers were waiting days for a resolution, sometimes over just a few dollars. So, we tried giving every front desk employee the ability to comp a number of levels of service up to and including a full refund. We created a simple online form that they could fill out on the spot to report what they gave and why less than a minute to fill out. We decided we would test it for a few months to make sure that the program was financially viable. It was a complete success.

Allow for Creativity in Creating Customer Experiences Creating an allowance for resolving customer issues is great but you also want to allow for creativity in creating positive proactive customer experiences. It was empowered employees who created this great birthday surprise for my wife at the Hotel Indigo in Asheville, NC. It was an empowered employee who made national news because he stopped to teach a young man buying a tie for his first job interview how to tie it. None of these great customer experiences would have occurred in an environment where the team members were not able to make such gestures without fear of being second guessed. This is often a dangerous way to think. No matter how hard you tried to evaluate the risks before granting certain authority and responsibility, you were still forecasting. In the previous example, where we granted empowerment in one of my retail businesses, after many years of successful use, I noticed that the reports were no longer coming in. It turns out that employees were not using the empowerment they had been given, and we had to do a reboot to get it rolling again.

Share Customer Feedback Customer feedback can be powerful when integrated with employee empowerment. First, the feedback can be used as a coaching tool to help identify areas where the authority could have been used differently or more effectively. Second, it can help give management frontline feedback on where empowerment might be useful. Imagine this conversation between a district manager and a store team: **Collaborate on Decision-Making** In a similar vein, it is important to involve employees in developing their own empowerment. They need to be able to decide how and what to do in their day-to-day work. Their buy-in becomes even stronger when leadership provides them the support to do this. If empowerment comes from on high, from a vacuum that does not take into account the attitudes of the empowered, you may find that the autonomy you give them is not the autonomy they need. Collaborate with your teams on the empowerment process; you will get buy-in and valuable feedback as to

what is needed. Focus on Being Customer-Centric All the autonomy and authority in the world is wasted if an employee does not have the training or desire to use it to create better customer experiences. Done smartly, with an eye towards risk management and customer-centricity, empowerment can give employees the tools and authority they need to make customer experiences more successful and operations more profitable. By its nature, empowerment starts at the top. Empowerment must first be granted by those who have the power to do so but then it must be embraced by those who have been given greater authority. It must come from a leadership team dedicated to giving up control in exchange for the benefits that come from an empowered team. Once leadership has committed to empowerment, for an empowerment initiative to be effective, there must be buy-in throughout the organization, buy-in that will come from collaboration and shared objectives. Leadership must help bridge the gap between actual and psychological empowerment.

4: Digital Workspace | VMware

In , federal legislation allocated over one billion dollars to service in the United States, a large percentage of which went directly to youth-focused programs (Corporation for National and Community Service,).

From creating a sense of urgency to communicating the change vision, senior leadership and the guiding coalition have mobilized the organization and prepared the various stakeholders to accept change. They enter difficult territory as the Devil is Always in the Details. Or, said another way, we can often agree that change is necessary--it is just how we are exactly supposed to make change happen that causes us so much difficulty! In Step 5, senior leadership and the guiding coalition empower broad based action. They turn their attention to removing obstacles that do not support the change vision. Why is it Necessary? Empowering broad based action is necessary. Many change efforts fail due to insufficient attention to this step and the result is the stalling of a change effort at the beginning stages of its implementation. Empowering broad based action is critical to the success of any change effort because the ties in an organization to maintaining the status quo are very strong. Over time, organizational procedures, systems, and structures were established to support the status quo. Further, reward systems, performance measurements, employee performance, and organizational skill development have all supported the status quo. Further, not even the establishment of a talented guiding coalition to coordinate the change effort is sufficient to make significant change lasting in the organization. Organizational adjustments to remove barriers will be necessary to make a change effort happen. To make change happen, leaders have to actively remove organizational barriers. Click To Tweet Omitting Step 5 of the Leading Change process is similar to starting a cross country trip in the old family car without any assessment, repair, or maintenance of the vehicle. While the car is still reliable, it still needs to be checked out, repaired in some areas, and augmented with some new parts to make--what will be in some parts of the country--a long and difficult journey such as desert areas and a few mountain ranges to name a few. Without this effort, the picture is one of an unhappy family in a broken car in a deserted stretch of the highway. Senior leadership and the guiding coalition need an accurate understanding of the organizational barriers that hinder the change implementation. This is one area where the wisdom of senior leadership in selecting a guiding coalition whose members come from different levels of the organization with position power, credibility, expertise, and leadership responsibilities pays off in a huge way. The members of the guiding coalition are invaluable for understanding what is needed to implement change effectively as they truly know how the organization operates. With the work of the guiding coalition and with continuing communication with other organizational stakeholders, barriers that hinder the change effort can be identified and eliminated. With this effort, organizational processes, structures, procedures, and reward systems will need to be aligned with the new change vision as necessary. Empowering broad based action also involves investment in employee and managerial training and development. This is a necessary expense, not a "nice to have" expense. Employees and managers can actively or passively resist change but resistance to change is not inevitable. We, humans, do not resist change that we believe is in our best interests such as more pay, better benefits, etc. Ignore the obstacles to change in your organization AND change will never happen. With this effort, it is critical that senior leadership and the guiding coalition identify the new behavior, attitudes, and skills that managers and employees need. With this information, they can adjust the organizational training and development efforts and the recognition and reward programs to align with the behavior, attitudes, and skills that are needed for the change effort. Despite all of these efforts, however, there will be some people that resist change--often at the managerial level. Left unaddressed, these resistant managers become significant obstacles to implementing an organizational change effort. The dynamic of managerial resistance to change is one reason for the continuing involvement of senior leadership in sponsoring the change effort throughout each step. It puts everyone on notice that senior leadership is committed to making the needed change and will not become easily distracted from this important work. All resistance to change is not illogical, however, and there can be valid reasons why managers may resist a change effort. In fact, from the perspective of the person resisting, their behavior is entirely logical to them. When senior leadership and the guiding coalition work with these managers to

integrate their valid concerns within the change effort, they eliminate much of this managerial resistance. In those rare instances where a manager continues to resist, senior leadership must directly address this behavior as appropriate. The first four steps of his model while challenging are still easier than Step 5, empowering broad based action. It is easy to tell everyone to get on board the ship as it travels to a new direction; it is harder to keep everyone engaged and everything working compatibly however on the journey to get there. Forces will conspire--intentionally and unintentionally--to derail the change effort. By empowering broad based action, senior leaders and the guiding coalition can avoid having their change effort suffer the same fate of the Titanic!

5: Leading Change (Step 5): Empower Broad Based Action

"Innovating through tech is a path towards making financial services more valuable for the consumer," Frere added. "Digital tech in service of the consumers' betterment is one of the most exciting.

6: The Ultimate Starter Guide to Employee Empowerment

Empowerment is a philosophy which believes in enriching people's jobs and giving power to exercise control over and take responsibility for outcomes of efforts (Venkat Ratnam,). In twenty first century.

7: Empower Retirement | Home

The first step in empowering employees is to give them something to get excited about and to actively work toward. That something is the company's vision statement.

8: What Are the Benefits of Employee Empowerment? | www.enganchecubano.com

Empower Youth Services In-home Counseling for Youth on Probation. Empower offers intensive family skills, which are provided in home and serve as a vessel to empower youth toward a more effective way of functioning through life's transitions.

9: Blue Vessel Merchant Services – Empowering Businesses towards Success

Empowerment is the process of enabling or authorizing an individual to think, behave, take action, and control work and decision-making about their job in autonomous, independent, self-directed ways.

Heidelberg/Westminster Shorter Catechism Recess: new old story news Introduction by Dr. Gregory Lehnexiii Material technology by op khanna Human security and the protection of vulnerable groups All of statistics book Epithelioid (Histiocytoid Hemangioma Chapter 12: On the Lam Principles of financial accounting canadian edition Shorter course antibiotic therapy (SCAT : principles, current data, and caveats Donald E. Craven . [et al The official ted guide to public speaking New television, a public/private art Mary parker follett prophet of management Feelings the apple tree sheet music In Search of the G-Spot Success is in the Proofing (Guide for Creative and Effective Training) The Far Eastern Question Iris Murdoch for beginners World history duiker 8th edition Twilight Moonbeam Alley Age of rebellion character sheet An experiment to determine the number of repetitions necessary to memorize and retain with maximum certai Putting Medicare consumers in charge Sauls First Vision(On The Road To Damascus-Spiritual Currency) Appendix 2: The Brown priests : biographical data? 2007 Thumbnail Media Planner Bengali ebook site A Match For Lady Constance With words that once were his Python 3 for dummies Chemical Vapor Deposition (06682G) Physical and chemical change activity Instant pot user manual Ing street grade 1 Water pumping windmill plans Lipid-lowering therapy and progression of coronary atherosclerosis Like I give a frock Canon powershot a620 user manual Power system analysis design 5th edition solution manual The dream stalker