

How Can We Get Empowered, Part 2

Previously we covered the first two P's of empowerment:

- 1. Permission...to make decisions and take risks.**
- 2. Protection...even if they make a mistake.**

Now, let's go over:

3. Purpose: Know the company's goals and answers to the typical conflicts that arise.

- Challenge your coworkers by asking why and why not. This forces constant improvement.
- Recognize market changes. Encourage problem solving and brainstorming. Technology is expanding at an amazing rate, making some present techniques obsolete. Look at trends and then be ready

4. Proficiency: Know the difference between complacency and excellence.

- Encourage people to think of themselves as the owners of their own careers. Help them learn features and benefits of every product and service in the company.
- Train people to listen to the client's needs. Role play with common objections, so staff is prepared when they're rejected. This way, everyone will be more prepared.

5. Pay-off: Appreciate and recognize superior work.

- All people have a basic need for appreciation – don't be afraid to speak up. Let your coworkers know the success of the business is partly due to their efforts and achievements.

When you use the 5 P's of empowerment you'll see an increase in morale, productivity, and success. These are my tried and true methods - experiment with your own, then sit back and enjoy the fabulous results!

Joyce can show you ways to help teams and individuals synergize their power to new levels by working through stresses and conflicts with resolutions, designed to create new levels of

productivity and profitability. As a coach, consultant, facilitator and author, Joyce has used her extensive professional experience with companies like Ford Motor Company, US Army Reserves and Blue Cross Blue Shield to provide bold solutions for individuals, corporations and associations.

Joyce attained her Master's Degree in Guidance and Counseling from Oakland University and sits on the Board of Directors for the School of Education and Human Services. She maintains her certification as a "Best Practices Company."

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