Empowerment

Definitions:

A **management practice of sharing information, resources, opportunity, and responsibility with employees so that they can make decisions and solve problems.**

The process of giving a group of people more freedom or rights to make decisions .

Empowerment means freedom and power to control your life, to recognize and claim your rights, to have the autonomy to take your own decisions, to emancipate yourself from the sense of powerlessness, to become self-determined.

Empowerment is about giving employees the responsibility to use their creative talents to solve problems when issues arise, without having to run to management and ask for permission to do something.

Empowerment is the shifting of authority and accountability for decision making and performance of work tasks from managers to employees who perform daily the work.

Definitions:

Employee empowerment is a concept that **allows employees within an organization to make more decisions that affect themselves and the organization as a whole.**

Empowerment is the process of enhancing the capacity of individuals or a group to make their own choices and encourage in such a way as to transform those choices into defined actions and outcomes.

Empowerment is a continuous process.

Employee empowerment can be defined as the process of granting employees the authority, autonomy, and resources they need to make decisions and take actions that contribute to the organization's objectives. It involves entrusting employees with the power to innovate, problem-solve, and influence their work environment positively.

Employee Empowerment – Need:

The need for employee's empowerment arises because of the following factors:

(i) Increasing space of change.

(ii) Organizations are using new types of structures to achieve their objectives.

(iii) Organizations require cross-functional working and greater integration in their processes if they are to meet the customers' needs.

(iv) Employees now have greater awareness and are more concerned with the satisfaction of higher level needs.

The critical success factors to implement empowerment:

-**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.**

- **Decision making authority:** Decision making authority by giving employees the opportunity to make their own job decisions with the proper actions. - Decision making Authority is an important part of empowering employees; this **means delegating decision making powers to middle managers and line managers.**

-**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.

-**Motivation**: **Motivate the employees who took a risk and made decisions and 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.

The critical success factors to implement empowerment:

- **Training and development in 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. - Training and development by enhancing their competencies and skills necessary to carry out additional responsibilities and activities with high performance. **The aim of training is** the development and enhancement of the skills necessary for employees to be able to handle their increased authority and responsibility effectively and to exercise good judgment. Effective training generally supports the goal of empowerment by enhancing morale and motivation, increasing flexibility, reducing staff turnover, and allowing employees to function independently without the need for constant supervision.

- **Share your organization's vision**: Clear communication of vision is central to embedding a sense of ownership in your workforce. People who understand the vision and how their work contributes to achieving that vision are more likely to feel a part of something rather than just another number on the staff rota.

Share more responsibility: Delegating responsibility for work that is designed to improve the capabilities of your employees helps them develop professionally. This will strengthen your team's ability to work autonomously and lead to lesser need for direct management.

The benefits of empowerment :

-Employees feel that they are valued: empowering your employees shows that they are trusted. Employees who feel valued and trusted tend to be more engaged.

-Workers are able to make better decisions.

-Employees feel a greater responsibility associated with making decisions.

-Employees engage in future problem solving.

- Morale and motivation increase.

- Increase customer satisfaction levels. If you want to improve customer service, engaging your team is a critical first step.

- The employees became more productive.

The benefits of empowerment :

- When the **employees feel empowered**, you'll find they work harder and have better attitudes.

- The empowered employee strives to make the business a better place.

- **Reduction of costs** is another advantage of empowering employees. Many factors contribute to this advantage. For instance, as employee satisfaction increases for empowered employees, employees' sense of loyalty and dedication to their job and the organization also increases, these actions result in longer term employees, less job transitioning, and improved retention rates, thus reducing employee turnover costs.

- **Empowered employees can help you make changes that save you money**. When you take employee suggestions and put systems in place to increase productivity, it helps your bottom line

- **Empowered employees can even be proactive and recognize** when there are small issues that need to be solved. This prevents small issues from turning into big problems.

- **Employee Satisfaction**: employee satisfaction is a major advantage to empowering people in the workplace. Increased levels of employee satisfaction lead to higher levels of loyalty, resulting in increased retention ratios

The benefits of empowerment :

-Faster problem solving

-Increased morale and productivity

-Greater involvement leads to greater commitment

-Lower levels of management stress

-Improved staff retention

Pros of Empowerment

1. Increased Employee Motivation: Empowerment gives employees a sense of ownership and control over their work. As a result, they become more motivated and engaged in their tasks. When employees feel that their efforts directly impact the organization's success, they are more likely to go the extra mile to achieve their goals.

2. Enhanced Decision- Making: With empowerment, decision-making authority is distributed across various levels of the organization. This decentralization allows faster and more informed decision-making, as employees closest to the situation can make choices without waiting for approvals from higher-ups.

Empowered employees can make quick decisions based on their knowledge and expertise, leading to more agile responses to challenges.

3. Better Employee Engagement: Empowerment fosters a sense of ownership and commitment among employees, resulting in higher levels of engagement.

Pros of Empowerment

3. Improved Creativity and Innovation: Empowered employees are encouraged to think outside the box and come up with innovative solutions to challenges. The freedom to experiment and take risks leads to a culture of creativity and continuous improvement.

4. Increased Job Satisfaction: Feeling trusted and valued by the organization boosts employee satisfaction and job fulfillment. Empowerment creates a positive work environment where employees feel appreciated for their contributions.

5. Increased Organizational Agility: Empowered organizations can adapt more quickly to changes in the market and industry. Employees empowered to make decisions can respond promptly to emerging opportunities and challenges.

6. Better Problem-Solving: When employees have the authority to address issues independently, problems can be resolved at the source. This prevents bottlenecks and allows for efficient solutions.

Empowerment Barriers

▪ **Lack of trust:** A poor relationship between management and labor will slow or prevent acceptance of empowerment.

▪ **Poor communication**: Poor communication supports a lack of trust in organizations. It can lead to unclear expectations.

▪**Fear**: Some people just don't like change and fear the unknown and therefore resist change.

▪**Lack of training**. Inadequate training leads to confusion, frustration, and anger for employees who are asked to change but not given the tools. Baseline the needs of the team and measure their progress after training.

▪**Lack of measurements**: The team will be anxious to see how they are doing. Measure and post in the plant the status of every change that needs to be accomplished. Remember, what gets measured, gets done!

▪**Lack of Experience**: This lack of experience lends to an increase in mistakes and unnecessary company risks.

The disadvantages of empowerment :

Lack of experience increases risk.

Poor decision-making.

Potential for decreased efficiency

Cons of Empowerment

1. Risk of Misalignment: Without proper communication and clarity, empowerment can lead to **misalignment with the organization's goals and values**. In some cases, empowered employees might make decisions that contradict the organization's overall vision.

2. Resistance to Change : Not all employees may welcome empowerment. Some individuals may prefer clear instructions and guidance from their superiors. Empowerment initiatives can face resistance from those who are uncomfortable with increased responsibility.

3. Potential for Misuse of Power: Empowerment should be accompanied by checks and balances to avoid potential misuse of power. In the absence of oversight, some employees may abuse their authority, leading to negative consequences for the organization.

Cons of Empowerment

4. **Training and Development Challenges:** For empowerment to be successful, employees need the necessary skills and knowledge to make informed decisions. Organizations must invest in training and development to equip employees for their empowered roles.

5. **Time and Resource Constraints:** Empowerment requires time and resources to implement effectively. Organizations may face challenges in providing adequate support and resources to employees for successful empowerment.

6. **Risk of Inconsistency:** When decision-making authority is distributed, there is a risk of inconsistent practices across different departments or teams. Standardization and coordination become important to maintain overall organizational coherence.

Measuring Empowerment

Assessing the level of empowerment within an organization is crucial for understanding its impact. Several methods can be used to measure employee empowerment:

❑ **Surveys**: Employee surveys can be conducted to gather feedback on their perceived level of empowerment and areas for improvement.

❑ **Observation and Feedback**: Managers can observe employees' decision-making and problem-solving processes and provide feedback.

❑ **Key Performance Indicators** (KPIs): KPIs related to employee decision-making, creativity, and job satisfaction can be used to gauge empowerment.

Thank you...,