10 Tips for Creating a Work Environment that Empowers Employees

1. Set Clear Expectations
Knowing what is expected makes everyone's job easier.

2. Trust People to do the Right Thing
Most people want to do a good job. Give them guidelines and then allow them to work within those guidelines.

3. Maintain Open Lines of Communication
Maintaining an environment of open communication encourages employees to find solutions to challenges in the workplace.

4. Solicit Suggestions
Ask your staff for their opinion on improving the work environment. Implement suggestions when feasible and always give credit where credit is due.

5. Encourage Employees to ask Questions and Seek Assistance
During meetings and other interactions with your staff, let them know that you value their input by asking for questions and offering assistance.

6. Share Knowledge
An informed employee can make better decisions that support the mission and the goals of the organization.

7. Accept Responsibility for Issues that Arise
When a mistake is made you can use it as a teaching moment to help clarify expectations, policies and/or guidelines. Don't "point fingers".

8. Share Goals and Visions
Make sure everyone knows what the vision is for the organization and what the most important goals are for your group.

9. Recognize Employees for Finding Creative Solutions to Problems
"Thanks for doing a good job" is a quick way to acknowledge an employee's contribution and goes a long way in building confidence and motivation.

10. Delegate Decision making Authority
Give appropriate athuority to the front line staff and allow them to handle day to day issues.

Empower employees to find creative solutions to current challenges and value each employee's contribution.

Productivity begins with Employee Engagement.

For more information on Employee Satisfaction and Engagement, please visit: www.cpms.osd.mil/worklife

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