



Purpose and Scope

The employee satisfaction and engagement initiative focuses on areas resulting from an analysis of employee responses to the Department and Office of Personnel Management employee survey questionnaires, as well as employee engagement literature research. An analysis of employee survey responses indicates a need to market and provide more understandable information on benefits information.

Accordingly, the DoD, Employee Satisfaction and Engagement initiative launched its new benefits tools and information sheets available for employee use. Literature research further indicates that managers and supervisors directly influence employee engagement and drive high performance by providing clear performance expectations and fair and accurate feedback, ensuring open lines of internal communication and supporting employee career development goals.

For more information on Employee Satisfaction and Engagement, please visit:

www.cpms.osd.mil/worklife

This is published as part of the efforts in the DoD Employee Satisfaction and Engagement Campaign 2011.

Productivity begins with Employee Engagement.

Empower Employees to Find Creative Solutions

February 2011

Information and Guidance

Employee Satisfaction and Engagement

Productivity begins with Employee Engagement.



10 Tips for Creating a Work Environment that Empowers Employees

Empower Employees

Empower employees to find creative solutions to current challenges and value each employee's contribution. By giving employees space to make their own decisions on certain tasks allows them to grow as leaders. As managers, be sure to give the correct information so that the empowering employees can make smart decisions.

By maintaining an environment where employees are empowered, it will encourage employees to express their opinions and solutions to challenges in the workplace. Also, it will allow employees and managers to develop trust between one another to complete projects and tasks. Empowering employees is a gateway for leadership development. The organization can thrive and benefit from an environment where managers and employees can communicate information to each other and also be guided as leaders through empowerment.



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 authority to the front line staff and allow them to handle day to day issues.



Empower Employees to Find Creative Solutions and Value their Contributions