



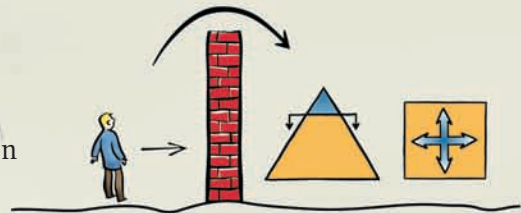
Leading an Empowered Workforce™

OVERVIEW

Empowerment and accountability begin when a leader creates an environment of trust and open communication and appropriately involves others in the decision-making process. It continues as the leader establishes clear operational boundaries for each team member and empowers them to deliver on required outcomes within this framework.

THE PROGRAM

The day opens with a highly interactive experience that powerfully illustrates the environment of trust and open communication that must be created before a leader can empower others. Once this context is established, leaders are challenged to skillfully apply three concepts.



1. *The Decision Making Model* – a tool that ensures all stakeholders are involved in all stages of a decision that requires their commitment. Leaders identify the decision required, gather input and make the decision. They then communicate their decision and empower others to execute the details.
2. *Equal Onus* – an accountability concept describing an environment where the leader and employee both own the outcome of decisions and execution of the plan.
3. *The Sandbox* – a tool that leaders use to determine how much freedom to act they will give an individual. These boundaries are established in consideration of a person's track record, experience, responsibility and training.

Participants analyze vignettes to see how all of these skills are used to empower employees who are facing real world challenges. The vignettes can be customized as desired.

KEY LEARNING POINTS

- Define the environment that enables leaders to empower employees to determine how outcomes are accomplished
- Discover and practice the mechanics of The Decision Making Model
- Illustrate the importance of shared responsibility and Equal Onus between the team leader and the employee
- Create appropriate boundaries that maximize each individual's potential
- Establish and maintain clarity around an employee's performance expectations relative to desired outcomes

PRACTICAL DETAILS

- Full day session
- Workshops may range from 10-40 participants
- Delivery may be tailored to any leadership level
- Customization options available

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