EMPLOYEE EMPOWERMENT AND ACCOUNTABILITY



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EMPOWERMENT

GUIDING PRINCIPLES OF EMPLOYEE EMPOWERMENT



The beauty of empowering others is that your own power is not diminished in the process.

Barbara Colorose















DEFINITIONS

Empowerment as socio-cultural phenomenon

Empowerment as a socio-cultural phenomenon refers to the process by which individuals or groups gain access to resources, opportunities, and rights within a society, enabling them to challenge power imbalances, participate fully in community or political life, and transform social structures that marginalize them.

Empowerment as psychological phenomenon

Empowerment as a psychological phenomenon refers to an individual's internal sense of control, self-efficacy, confidence, and competence, which enables them to make choices, set goals, and act in their own lives.

MEANINGFUL GOALS AND TASKS



Without goals, and plans to reach them, you are like a ship that has set sail with no destination.

Fitzhugh Dodson

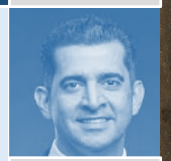


GUIDING PRINCIPLES

- Providing clear definition of both organizational and individual goals along with expected outcomes
- Emphasizing the significance and value of each employee's contributions to organizational success
- Aligning organizational objectives with employees' personal values and professional needs
- Providing clear guidelines to help translate goals and expected outcomes into actionable tasks

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SHARED POWER AND AUTHORITY



Insecure leaders surround themselves with 'yes people'. Effective leaders surround themselves with people who challenge them.

Patrick David



GUIDING PRINCIPLES

- Sharing openly the organization’s vision, value proposition, and strategy with all employees
- Motivating and involving employees in shaping strategic directions and organizational priorities
- Distributing decision-making power and authority to promote ownership and accountability
- Providing structured frameworks to encourage open, ongoing, and multidirectional communication

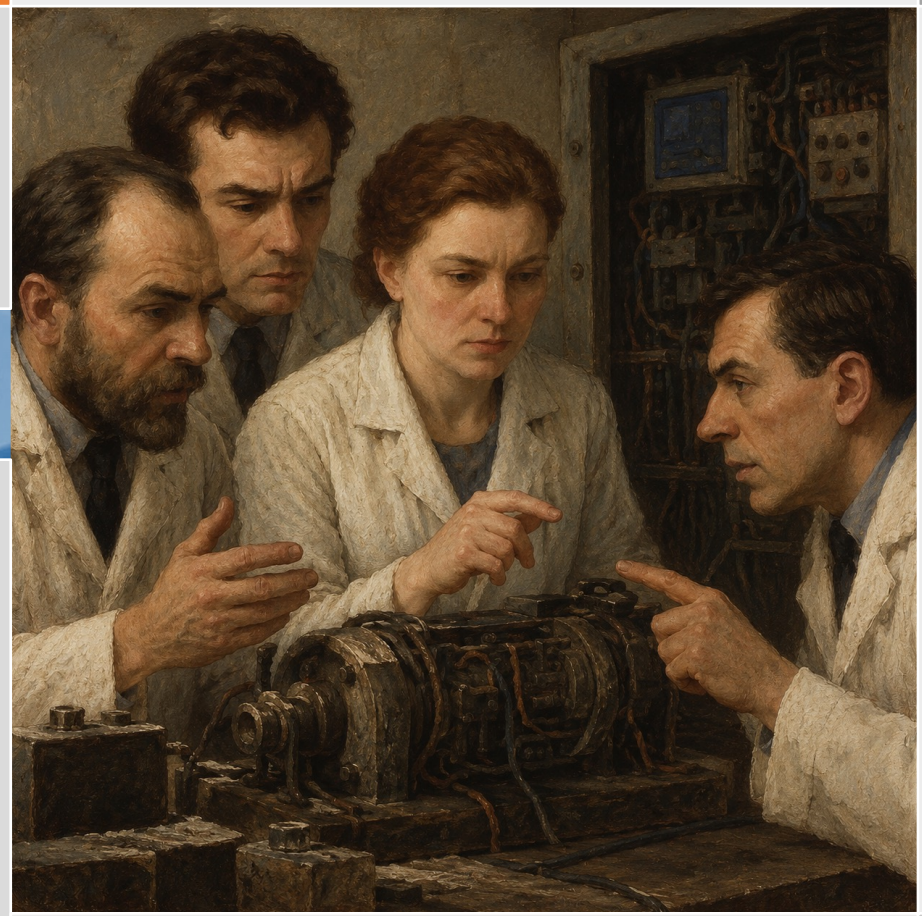
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PARTICIPATIVE DECISION-MAKING



The best decisions are made with some degree of participation – no one is brilliant or experienced enough to have all the answers.

Jim Collins



GUIDING PRINCIPLES

- Engaging employees to take an active role in setting goals and developing plans to achieve them
- Endowing employees with authority and trust that foster ownership and pride in their workplace
- Involving employees in decisions that impact their roles, the work they do, and their work environment
- Reinforcing the importance and impact of employee input in decision-making processes

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DEVOLVED RESPONSIBILITY



It is our responsibilities, not ourselves, that we should take seriously.

Peter Ustinov

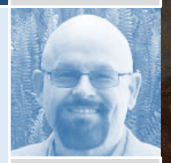


GUIDING PRINCIPLES

- Granting employees the discretion to determine their work focus and what methods to use
- Enabling the formation of self-directed teams that align their skills with specific challenges
- Cascading responsibilities and accountabilities for actions and results to the employees
- Providing autonomy and trusting employees to make decisions about how best to meet their goals

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ACCESSIBLE AND TIMELY INFORMATION



You can have data without information, but you cannot have information without data.

Daniel K. Moran



GUIDING PRINCIPLES

- Providing employees with insights as to how policies are made and the rationale behind key decisions
- Giving employees the access to relevant information without hierarchical information filters
- Providing tools that enhance employees' connectivity, engagement, and collaboration
- Establishing structured systems for employees to continuously share insights, feedback, and ideas

COMMITTED ENABLEMENT AND SUPPORT



All coaching is, is taking a player where he can't take himself.

Bill McCartney



GUIDING PRINCIPLES

- Equipping employees with the necessary skills to handle increased responsibility they were given
- Offering comprehensive training and resources to support employees in their empowered roles
- Encouraging employees to ask for assistance and support they need to take an active role
- Identifying and removing barriers that may hinder employee empowerment and performance

INSTILLED CONFIDENCE



Do not let what you cannot do interfere with what you can do.

John Wooden



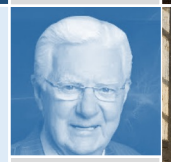
GUIDING PRINCIPLES

- Creating a safe environment where employees are encouraged to explore, take risks, and innovate
- Building confidence by recognizing employees' strengths and their value to the organization
- Showing genuine interest and appreciation for employee ideas, input, and contributions
- Supporting employees in taking ownership of their professional development and future

GUIDING PRINCIPLES OF EMPLOYEE ACCOUNTABILITY

Accountability is the glue that ties commitment to the result.

Bob Proctor

















DEFINITIONS

Accountability as a virtue

Accountability as a virtue refers to a personal or organizational quality characterized by a proactive sense of responsibility, integrity, and willingness to be answerable for one's actions, even in the absence of external enforcement.

Accountability as a mechanism

Accountability as a mechanism refers to formal systems, structures, or processes designed to ensure individuals or organizations are held responsible for their actions, typically through reporting, monitoring, evaluation, and consequences.

MUTUAL ACCOUNTABILITY AND RESPONSIBILITY



Accountability breeds response-ability.

Stephen R. Covey



GUIDING PRINCIPLES

- Embedding and championing accountability as a core value at all levels of the organization
- Encouraging everyone to take ownership, whether or not responsibility is clearly theirs
- Modelling and demonstrably valuing transparency and accountability by everyone in the organization
- Articulating clearly what accountability means for individuals and for the organization as a whole

ALIGNMENT OF EXPECTED RESULTS WITH ACCOUNTABILITY



You can't hold people accountable for results if you don't set clear expectations.

Kenneth Blanchard

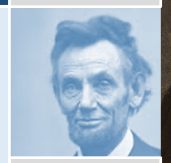


GUIDING PRINCIPLES

- Ensuring clarity in what are the individual roles, responsibilities, tasks, and expected outcomes
- Communicating clearly the assigned responsibilities and delegated decision-making authorities
- Establishing clear and meaningful lines of accountability for performance throughout the organization
- Balancing performance expectations with an individual's ability to influence the outcomes

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INDIVIDUAL AND COLLECTIVE COMMITMENT



Commitment is what transforms a promise into a reality.

Abraham Lincoln

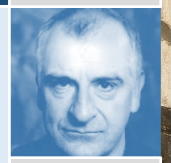


GUIDING PRINCIPLES

- Aligning the organization's accountability commitment with relevant external criteria and standards
- Integrating individual and collective accountability into policies, procedures, and organizational culture
- Making accountability part of a normal way of operating and demonstrated in everyday behaviors
- Promoting and continuously strengthening a culture of accountability throughout the organization

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ETHICAL VALUES AND PERSONAL INTEGRITY



To give real service you must add something which cannot be bought or measured with money, and that is sincerity and integrity.

Douglas Adams



GUIDING PRINCIPLES

- Underpinning the culture of accountability with strong ethical values and clear standards of conduct
- Acting with personal integrity and loyalty to the aspirations, goals and values of the organization
- Communicating and continuously applying organizational values, ethics and behavioral expectations
- Promoting fairness, justice, and equity in accountability practices across the organization

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PREVALENT TRANSPARENCY AND TRUST



Alchemists turned into chemists when they stopped keeping secrets.

Eric Raymond



GUIDING PRINCIPLES

- Encouraging mechanisms that promote transparency and enable individual participation
- Providing timely and accurate information on performance-related conditions, decisions and actions
- Building trust in accountability by supporting and encouraging transparency at all levels
- Striking a balance between trust-based and sanction-based approaches to accountability

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ALIGNED EXPECTATIONS AND CAPACITY TO DELIVER



Results aren't determined by what you are capable of doing – they're all about what you are willing to actually do.

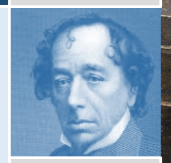
Sean Glaze



GUIDING PRINCIPLES

- Equipping individuals with necessary resources, tools, and authority to meet performance standards
- Aligning performance expectations with available capacity, resources, and delegated responsibilities
- Offering training and support mechanisms to effectively implement accountability policies
- Ensuring that each employee is empowered with the authority needed to act responsibly

CONTINUOUS ASSESSMENT AND LEARNING



The more extensive a man's knowledge of what has been done, the greater will be his power of knowing what to do.

Benjamin Disraeli



GUIDING PRINCIPLES

- Establishing systems and processes that actively listen to and incorporate stakeholders' input
- Identifying and assessing potential risks and proactively developing mitigation plans and actions
- Monitoring, assessing, and communicating about performance across all levels of the organization
- Reinforcing the credibility of accountability by defining and applying fair and effective consequences

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THANK YOU

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