



Empowering Success



Empowerment is about autonomy and self-determination which is a key factor in success and happiness in life.

Technically, empowerment is the power, right, or authority to do something. In the workplace, empowerment enables us to take ownership of our work, act independently with confidence and creativity. It feels great to be empowered! It leads to better job performance, higher employee satisfaction, and a stronger sense of loyalty and commitment.

When people don't feel empowered at work they don't take ownership or responsibility, they don't use initiative and do not feel like they can make an impact. This leads to less job satisfaction, poor performance and low levels of engagement and loyalty. Low job control is a key cause of stress and burnout!

How can you empower your team so they feel invested in their work and perform at their highest level? Here are some tips:

✓ **Be clear**

Make sure individuals in your team are clear about the goals and expectations of their role. Have conversations with them about your vision of their success and listen to their vision of their success.

✓ **Set them up for success**

Give your team the skills and resources they need. Have they had the right training? Are the systems reliable? Do you need to get them started with an easy task, an introduction, or buddy them up?

✓ **Join the dots**

Regularly talk to your team about organisational goals, how these flow into your team purpose and in turn, into individual roles. It's motivational when people know how their daily responsibilities impact the big picture; and they can make better decisions when faced with a new or ambiguous question/task.

✓ **Deliberately delegate**

Make their authorities clear. Tell others too so they know and can cooperate accordingly.

✓ **Allow wriggle room**

Once you have set the goals and boundaries, let them go for it. You tell them what the goal is but, let them decide how they go about meeting that goal.

✓ **Hold them accountable**

If they don't meet expectations talk to them about it - don't ignore it. Find out why and ask them what they need to get it right next time. Make sure they follow through and fix any problems - don't step in and take over unless completely necessary.

✓ **Back them**

If they know the goal, the boundaries, they have the right skills/resources and delegated authority...but they fail, what do you do? Talk to them about what happened and support them for doing what they were asked to do. Work through what could have been done better and let them try again.

✓ **Celebrate**

When they do something right, make sure you tell them you have noticed! Say thank you, give recognition, make a fuss or throw a party - whatever is appropriate for the achievement. If they act with initiative and they do something great, you need to reinforce the behaviour. If you don't acknowledge it, they may lose motivation and never try again.

➔ [Luemo members can read more about techniques for success on the exclusive Luemo Member Resource Centre.](#)

Manage the **HUMPS!**

Sometimes intense periods of work over an extended time are unavoidable in the workplace – think major event, EOFY, or high season for your industry. How can you help your team avoid stress building up and leading to burnout and discontentment? Our simple technique called managing the “**HUMP**” is very handy at these times. **HUMP** goes like this:

Hail the job: Talk to your team about the upcoming period, why it’s important, the intensity of work, your support for them, what you need them to do.

Understand the plan: Step them through the plan in detail, give timelines, talk to them about resources, support, what you will be doing, their role.

Make time: Build in time for scheduled briefings, breaks and regrouping during

the intense period of work. Use this time to restate the objectives, update on how far you have progressed and wins along the way. Individually check in with each team member periodically and ensure there are structured times for everyone to refresh, refuel, rest and sleep.

Party: Acknowledge and celebrate the conclusion of the intense work period.

If we don’t manage the **HUMP**, intense periods of work can feel lonely, thankless, and exhaustingly never ending. Back-to-back humps can make it even worse! Team members can get buried in the stream of work and start to wonder ‘why am I doing this?’. **Simple steps make a big difference!**



Did you know...?

12,155 The number of serious claims for mental health conditions

\$55 270 The median compensation paid per claim.

*statistics from SafeWork Australia 2022

The 5 key human energies!

What gets you out of bed in the morning and sustains you throughout a successful day? Let us let you in on the secrets of human energy! Join us for a team session and we will walk you

through the 5 human energies needed for personal and team success, and how to ignite them.

Get in touch to discuss your format options 1300 284 198.