Empowering Others to Act

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Overview and Expectations

- Your interaction and participation is critical
- Allow yourself to be a learner
- Expect unfinished business
- Keep notes throughout the session as you uncover new ideas and information
- “Ground Rules”
Objectives

By the end of this workshop each participant will be able to:

- Recognize the benefits of an Empowering culture
- Review the Empowerment Zone
- Uncover reasons employees don’t respect managers
- Explore the Time Management Matrix
- Determine when to coach and when not to coach
- Listen with head, heart and gut
- Identify Professional Development opportunities that support empowerment
Empowerment

- What does it mean to you?
  - Individuals having a voice – making decisions for themselves
  - Sharing information, rewards and power with employees
    - Take initiative and make decisions
    - Providing opportunity for
      - Skills
      - Resources
      - Authority
      - Motivation
      - Accountability
Empowerment

Freedom to Act (Employees)

Accountability for Results (Managers)

Empowerment Zone

LOW

HIGH

LOW

HIGH
54% of employees don’t feel respected

- How do we keep employee's engaged?
  - Show them respect
  - Less happy, productive, and engaged in their work

- Employees that feel respected will perform better.
  - Feel more satisfied and engaged
  - More productive
  - Showing employees the respect they deserve is an easy, quick and cost-effective way to drive business results

Harvard Business Review 2014 Study
Disrespectful Management Practices

1. Managers do not respect time
2. Managers frequently change goals
3. Managers shoot down creative thinking
4. Managers play favorites
5. Managers don’t keep promises

Harvard Business Review 2014 Study
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<td>Important, Not Urgent</td>
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<td>Urgent, Not Important</td>
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Would You Follow You?

• Often overlooked:
  - Develop the minds of others
  - To prepare employees to deal = we need to ask them questions to expand the limits of thinking by habit
  - Leaders who expand the minds of others – keep the team alive
  - Respectfully challenge the thinking and expand the perspective of others
Would You Follow You?

• How can leaders master this skill?

  ➢ Coaching approach in problem solving
  ➢ Listen with intuition
Coaching vs. Feedback

Coaching is bringing a person from where they currently are to where they want to (or should) be.

Feedback is a conversation that calls attention to a problem or a potential problem in the spirit of mutual respect and learning.

You’re doing great. I know that you have the potential and ability to do even better!

I’ve noticed you need some redirection or correction and I want to refocus your efforts.
One of your employees has been busy with the department project that is about to be implemented. She is working long hours to get it done, but in the process, has failed to let you in on some key decision points. The team is missing some of their deadlines because you didn’t know what the progress was on the project.
One of your employees was recently promoted to Team Lead. You see his potential and know they can take on the new challenge. However, yesterday he mentioned he thinks he may have gotten into a job that he isn’t actually ready or qualified for. His confidence seems low.
When to Empower Others

The very best coaching opportunities occur when you don’t know the answer, or don’t have a preconceived notion of how to accomplish the goal.
Leaders need to:

- Hear beyond the words
- Be comfortable with discomfort in conversations
- Stay centered – let people process the experience to allow the discomfort to pass

Head + Heart + Gut
Listen With Intuition

From Your Head
- Hear their assumptions and beliefs that frame their version of the story

From Your Heart
- Hear what they desire, why they feel cheated or disappointed and why they are cynical

From Your Gut
- Hear what they are afraid of – including what they are attached to
Ways to Encourage Empowerment

- Professional Development
- Train others in the department (new employees)
- First-year mentor
- Take the lead on an initiative
- Test out, train, and document a new procedure
- Cross-campus work groups
Key Take Away

What was your ah-ha moment?
Next Steps

• Attend each breakout

  • Join us in Varsity Hall 1 and 2 to PRACTICE these concepts and take away some tangible ways to EMPOWER your employees!

  • Two 45-minute sessions

  • We will move! You will have the opportunity to participate in BOTH practice sessions!
Don’t forget to complete your evaluations!

Thank you for your participation!
Coaching Practice

- **Round One:**
  - Person A shares his/her situation with Person B
  - Person B acts as coach for Person A
  - Person C observes and provides feedback

- **Round Two:**
  - Person B shares his/her situation with Person C
  - Person C acts as coach for Person B
  - Person A observes and provides feedback

- **Round Three:**
  - Person C shares his/her situation with Person A
  - Person A acts as coach for Person C
  - Person B observes and provides feedback
Intuition Empowerment Practice

- Generate BOLD ideas for action

- Write down your idea for:
  “How do we let our employees know that we are listening intuitively through head, heart and gut / How will you empower them?”

  The Bolder The Better

- Write it in your participant guide on page 17 and on note card in front of you
Intuition Empowerment Practice

- Minute drill

- Rate idea on a scale from 1-5
  - 1 being “not your cup of tea”
  - 5 being “over the moon”

- Do not look at scores from previous rounds
- Go with your gut!

- Recap