

2 Ways to Empower During Change



#1: PROVIDE TRAINING FOR THE NEW SYSTEMS/STRUCTURE

Instilling new systems and processes to fit a change vision requires training. Many leaders do not think they have the time or budget to provide training. Consider the “real cost” for not investing in the right training at the right time. Potential costs include mistakes which cost the organization money or a reduction in customer/patient experience.

Sometimes training falls short because it only focuses on a few technical skills, but leaves out teaching employees to think differently and to develop new behavioral skills.



#2: GIVE THE TEAM OWNERSHIP OVER SPECIFIC PARTS OF CHANGE PROJECTS

When a team is told they are being empowered to take-action and own pieces of the change mission, but then are micromanaged, their participation will quickly slow. Leaders need to inspire their team to be accountable and take ownership.

As long as the change vision is clearly and frequently communicated, more autonomy can be given to responsible front-line staff. With proper “lane markers” they should be allowed to innovate within the given structure.

Mistake will be made, but true autonomy can't exist in a command leadership style.