

Welcome to

SERVICE
FIRST

The **KEY** to
Customer Satisfaction

Today's Topic

EMPOWERMENT

Session Objectives

- Define and apply the meaning of “EMPOWERMENT”
- Take the fear out of empowered action
- Discuss when it may be OK to bend the rules
- Discuss how to overcome obstacles to empowerment

Empowerment

What are we talking about?

We each probably have
different meanings.

Empowerment definition

Let's make things a little clearer for our understanding.

Empowerment:

The acceptance of trusted responsibility and, without fear, using that responsibility to make decisions and take action needed to achieve customer satisfaction.

What Facilitates Empowerment?

How can we make this work?

- Removing the shackles
- Identify decision-making opportunities
- Communicate empowerment
- Convey a feeling of security
- Provide guidelines

Video Presentation

EMPOWERMENT

When is an empowered
response to a customer
situation appropriate?

What should you do
when a customer solution
is not within the boundaries
of your authority?

Why may it be necessary
to bend or break a rule
when practicing EMPOWERMENT?

How can
EMPOWERMENT obstacles
be overcome?

Review

- Defined and applied “empowerment”
- Emphasized the importance of accepting responsibility to act
- Empowerment is facilitated by removing barriers and fears
- Clear and general guidelines define boundaries
- We are motivated when we can take empowered action

Remember...

In order for us to be
a successful organization
in serving the needs
of our external customers,
we must first be successful
in serving each other.

Next Topic...

Total Quality Institute

A Celebration of Commitment and Success