



Ten Principles for Empowering People

1. Tell people what their responsibilities are. Get agreement.
2. Give them authority equal to their assigned responsibilities.
3. Set standards of excellence and guidelines.
4. Provide initial and ongoing training that will enable them to meet standards (skills, knowledge, etc.).
5. Hold them accountable. Define consequences.
6. Provide them with weekly feedback on their performance.
7. Recognize them for their achievements (praise in public; correct in private).
8. Trust them. Allow them to grow into self-leadership.
9. Give them permission to fail.
10. Treat them with dignity and respect.