



ONSITE MANAGEMENT GROUP

## Empowering Your Employees

“Employees are a company's greatest asset - they're your competitive advantage. You want to attract and retain the best; provide them with encouragement, stimulus, and make them feel that they are an integral part of the company's mission.” Anne M. Mulcahy

Effective empowerment typically equals more productive work. Empowered employees are loyal, committed and they are eager to share ideas and can serve as strong ambassadors for their organizations. Empowered employees have the power to make decisions without a supervisor. They are entitled to go off script, bend the rules, do what they see fit if they believe it is the right thing to do for the customer.

What is the primary purpose of a business organization? To assemble a group of people, who previously may have had no connection to the company, and empower them to accomplish productive work toward the organization's goals and objectives. As leaders and managers, we are familiar with empowering people, however, leaders must also ensure that their people have the requisite competence and clarity to make successful decisions. This means an empowering organization spends more time with technical training and clarity of purpose than one that relies on a top-down compliance model. Empowered employees without sufficient technical competence and organizational clarity can and will have a negative effect on desired objectives.

What's in it for the organization?

- More than any other kind of employee, the empowered employee is able to create a feeling of true customer service that ultimately yields much **greater customer loyalty**.
- Companies that give employees the freedom to make decisions on the spur of the moment often find that **service to internal and external customers is improved**.
- Empowered employees take pride and ownership in their jobs when they know that they can exercise independent judgment when necessary, which assists in giving back time to the managers to handle their own tasks.
- **Improve Productivity - Reduce Costs:** Employees have great ideas about how to improve productivity and reduce costs, but companies need to know how to ask for these ideas and listen. Employees who feel confident that their input will be valued, listened to and acted upon will be more likely to share those ideas, benefiting employee and employer.

OMG takes pride in our recruiting, hiring and training process. Ongoing development and empowering our Team Members to rise up to their potential for both themselves and for our Client is a crucial part of who we are as an organization. To learn more about OMG and how we can implement and identify cost savings through trained and experienced staff and process improvements, call us today at 513-429-9526 or e-mail [info@omgservices.com](mailto:info@omgservices.com).