



## Empower Your Team

Increase job satisfaction with the EMPOWER model.

*The letters remind you to:*

**Encourage** and support initiative, problem solving and flexible decisions.

**Mentor.** Continue to develop your team members. If you want them to perform, show them how.

**Problem-solve.** Coach your team members on techniques and strategies. Highlight great decisions and support good efforts that failed.

**Open up communications.** Create a climate of trust where information flows up, down and sideways.

**Win.** Strive for high performance by setting the bar high, then train, coach and motivate your staff to excel.

**Engage.** Talk to team members often and encourage them to talk to you about what they need to excel.

**Recognize.** Celebrate every effort, attempt or success. Example: "I appreciate the way you researched the answer to that question before coming to me. What do you think we should do?"



For more information on our training programs and consulting services please contact us:

[www.customerserviceworks.com](http://www.customerserviceworks.com)

Phone: (403) 257-7732 in Calgary

Email: [jayne@customerserviceworks.com](mailto:jayne@customerserviceworks.com)

---

[www.customerserviceworks.com](http://www.customerserviceworks.com)

For educational and/or training purposes only. Not to be reproduced for financial gain or without prior written permission by Customer Service Works.