

Communication

By Brian Ladden

An important factor in the implementation of empowerment is the sharing of information with the employees. There are a number of reasons why employees need information to become empowered. Firstly, for the employee to be empowered they must take responsibility. It is unreasonable to expect people to take responsibility when they do not have all the information. In the absence of information employees do not know the ramifications of their actions and therefore are not responsible. Secondly, getting good information improves the ability of an employee to make good decisions. For instance, information about the mission of the company enhances an individual's ability to make and influence decisions that are appropriately aligned with the organisations goals and mission. Thirdly, sharing information demonstrates to the worker that the company has confidence in him/her. By sharing information with employees you are giving them a clear message that you trust them, and that you see them as partners in the business. This plays a big part in creating a sense of ownership in the worker.

Workers need to know information about different aspects of the company. They need to know information about the mission of the company. Information about mission is an important antecedent of empowerment because it helps to create a sense of meaning and purpose. Workers have a clear idea of what's expected of them and have little role ambiguity. Individuals need information on their own performance. Positive feedback on their own performance demonstrates confidence in the worker. An empowering environment is one in which employees are given goals, information, feedback, training, and perhaps most importantly, positive reinforcement. .

Sharing information creates the mind set that everyone is responsible for the success of this business.