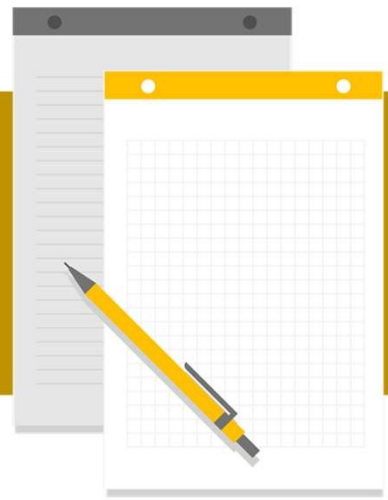


Welcome to

# Proven Tactics to Empower and Delegate

**Antoinette Joy | Instructor**

# Agenda

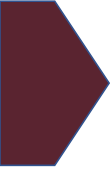


Empowering with...  
**positive vocabulary**

Delegating with...  
**clarity**

Let's define

# Empowerment



A leadership strategy that aims to give employees **confidence** to achieve job expectations.



# What does an empowered team look like?

What do they say and do?

A leadership  
strategy that aims to  
give employees  
**confidence**  
to achieve job  
expectations.



# Encourage a Positive Vocabulary

---

Words Matter!

Deficit  Appreciative

Deficit	Appreciative
fix	
have to	
change	

Management is making us **fix** our current marketing strategy.

Deficit  Appreciative

Deficit	Appreciative
fix	build upon
have to	
change	

Let's **build upon** our current marketing strategy to address management concerns.

Deficit  Appreciative

Deficit	Appreciative
fix	build upon
have to	
change	

We **have to** cut the budget by 15%.



Deficit  Appreciative

Deficit	Appreciative
fix	build upon
have to	get to
change	

We **get to** be resourceful and think creatively about cutting costs by 15%.

Deficit  Appreciative

Deficit	Appreciative
fix	build upon
have to	get to
change	

We need to **change** our customer service intake process.

Deficit  Appreciative

Deficit	Appreciative
fix	build upon
have to	get to
change	improve

We get to improve our customer service experience.

Deficit  Appreciative

Deficit	Appreciative
fix	build upon
have to	get to
change	improve

. Let's do a few more...

# Let's do a few more...

Instead of:

There are no other alternatives.

Say:

**We just haven't talked to the right people yet.**

Instead of:

This will never work.

Say:

**Let's focus on what we know will work.**

# Let's do a few more...

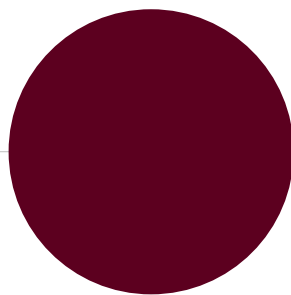
Instead of:

This project is going nowhere.

Say:

**How can we think  
differently about this  
project?**

**What else can we do?**



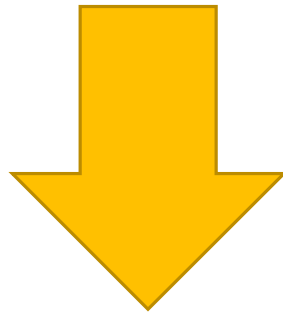
What could  
**changing the  
vocabulary**  
do for your team?

Enhance  
confidence

Build  
momentum

# Delegation

▶ The assignment of **authority** to another person to carry out a specific task or project.



1. Be clear
2. Be accessible



# Be clear



What the task is



Who's responsible



What success looks like



What's the deadline



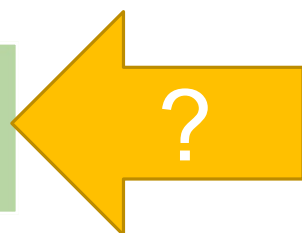
Frequency of check-ins



What check-ins look like



How far can act without you



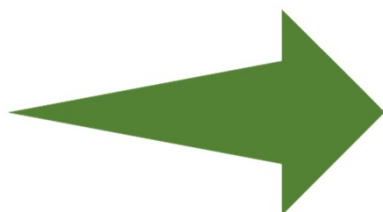




What are some possible paths?



I would like to get your perspective on how you can advance.



What are the next steps can you take?



**In delegation,  
your primary role =**

**Set your  
employees up  
for success**

**Be accessible**



What's going well?

What could be better?

How can I help?



Empowering Check-ins



Our next session is:

**March 4**

See you there!

**Antoinette Joy**