Hospitality Resources
INTERNATIONAL

Employee Empowerment

John Tschohl, Founder and President of the Service Quality Institute, says, "Without empowerment, an organization will never be a service leader. Empowerment is the most critical skill an employee can master and a company can drive in order to lure and keep customers." That statement from one of the country's leading thinkers on quality is strong and unequivocal. But just how does a company or organization "drive" employee empowerment.

The answer is simple and just as unequivocal - **Service-Based Leadership**.

Without effective Service-Based Leadership, not just at the top of the organization, but at all the intervening ranks down to, and most importantly, front line supervisors, the necessary relationships will never be formed with line employees. Here are some quotes that make the point:

➢ "**People who are unable to build solid, lasting relationships will soon discover that they are unable to sustain long, effective leadership**."
John C. Maxwell, *Developing the Leader Within You*

➢ "With Service-Based Leadership, the attitude and primary motivation of the leader is **service to others** - to customers, to employees, to shareholders. This approach to leadership **naturally creates relationships** - the deep and abiding bonds that sustain the efforts of the company."
Leadership on the Line

➢ "This leadership style differs from others in its **focus on serving the needs of employees** to provide them with the **proper tools, training, resources, motivation, and empowerment** to serve the company's customers."
The Quest for Remarkable Service

➢ "How can employees provide quality service **if they are not properly served by the leadership and example of their managers**?"
The Quest for Remarkable Service

➢ "As a group of people committed to common goals, you can only achieve your team's greatest potential by taking advantage of the talent, initiative, and ingenuity of each and every one of your employees. **To the extent that any individual is not valued, trained, and motivated, your enterprise suffers**."
Leadership on the Line

➢ "**For employees to feel empowered, you have to create a culture that nourishes and sustains it**. By conscientiously and sincerely working to become **the best Service-Based Leader you can be . . . you will create an environment where employees will recognize their empowerment** and enthusiastically act on it in all they do."
Employee Empowerment

➢ "[None of the ways to kill empowerment] are caused by employees. **If your employees do not feel empowered, look no further than your leadership** and the way you interact with your people."
Leadership on the Line – The Workbook

Summary: Since employee empowerment ultimately depends only on **"the recognition by employees that they are empowered**," empowerment is a direct result of an organization's systematic development and institutionalization of Service-Based Leadership.

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