



# Empowerment

A WAY OF LIFE

## PARTICIPANT BOOK

By: John Tschohl, Service Quality Institute  
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9201 E. Bloomington Freeway  
Minneapolis, Minnesota 55420, USA  
Phone: 952-884-3311  
E-mail: [quality@servicequality.com](mailto:quality@servicequality.com)  
[www.customer-service.com](http://www.customer-service.com)

Book Cover and Editorial Design: Patricia Montoya Villanueva





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## Session One:

# Chapter 1: WHY ARE WE HERE?

## Welcome!

Congratulations. You've been selected to participate in the workshop, **Empowerment: A Way of Life**. Your participation in this seminar means that your company values you as an employee and wants to make you more productive in your job. When **Empowerment** becomes a Way of Life, you will feel better about your work; you'll feel stronger and more empowered in the workplace.



**Empowerment** is about creating an environment where employees have the responsibility and authority to make fast decisions that benefit customers. Ensuring over-happy customers should be the number one goal of your organization and your purpose on the job. You want to constantly exceed your customers' expectations. When they are happy, your organization succeeds. When customers continue to bring their business to you, your organization thrives. A healthy organization is happy with itself and happy with its employees, which creates a more positive and productive workplace.

As you participate in these two in depth training sessions, constantly remind yourself that **Empowerment** WILL make your job better. **Empowerment** WILL dramatically improve your overall success at work. By the end of this seminar, you will realize that **Empowerment** is a necessity, not just in the workplace, but also as a **Way of Life**.





**Empowerment: A Way of Life** has been created to help you understand how to make on-the-spot decisions that will lead to elated customers. This workshop will give you the keys to the kingdom of **Empowerment** as you learn the techniques that will take both you and your organization to a higher level of performance.

Your group leader will direct you through each section of the program and lead discussions. Your participation in these discussions is imperative so you can understand the concept of **Empowerment** and how to apply it in your job. Your company has put its trust and faith in you. The goal is that by completion of this program you will completely embrace **Empowerment**. Start by being empowered in this workshop. Don't be afraid to ask questions; there are no right or wrong questions or answers. You will see a series of video presentations and perform several written exercises and assignments. Your Participant's Book will help guide you through each session of this training. Use it to follow along, to make notes, and to lead you through the exercises and discussions. Once you have completed the training session, keep the Participant Book for future reference.

As you watch the first video, think about your company, your duties, and how you feel empowered at your place of employment. Afterward, your leader will take you through an exercise that applies what you have seen.





# Exercise 1:

1. WHAT DOES EMPOWERMENT MEAN TO YOU?

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2. HOW DO CUSTOMERS REACT DIFFERENTLY, DEPENDING ON WHETHER AN EMPLOYEE IS EMPOWERED TO HELP THEM WITH THEIR PROBLEM?

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3. AT THIS MOMENT, DESCRIBE WAYS IN WHICH YOU ARE EMPOWERED AT WORK.

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4. WHAT ARE SOME ADVANTAGES TO EMPOWERMENT? DISADVANTAGES?

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5. WHAT CONDITIONS DO YOU THINK ARE IMPORTANT IN ORDER FOR EMPOWERMENT TO BE SUCCESSFUL (BE SPECIFIC)?

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## Hey, My Time Is Valuable!

**Empowerment** should be a way of life. It is crucial in every aspect of your job and at every level of your company.

As with anything new, you will face barriers or obstacles that inhibit you from being properly empowered. No one can step out and just run a marathon; considerable training must take place first. You might struggle at first, but over time it becomes easier. You will learn how to work through barriers so that **Empowerment** will drive your company into the victory lane.

What is a life without **Empowerment**? Imagine a world where no one makes quick decisions. A world where we always have to ask for approval on something we already know how to do! Sounds like about as much fun as watching paint dry, doesn't it?

Most individuals ignore **Empowerment** and run away from it. In fact, being empowered is something you should gravitate toward. This program will show you that **Empowerment** is a game-changing practice that cannot hurt you; it will only help you.



You might be asking yourself, "Is my company on board with this philosophy?" Of course they are! Do you think they would have you sit through hours of training at their expense if they didn't embrace **Empowerment**? They have placed their trust in you by having you participate in this program. They want you to take what you learn here and use it at your job.





The **Empowerment: A Way of Life** program is not just a list of rules; it's a way of living. A way of life that you will love.

During this seminar, we will do the following:

- *Define **Empowerment**.*
- *Explain how to create a culture of **Empowerment**.*
- *Discuss why **Empowerment** has been so difficult to achieve.*
- *Describe the benefits of **Empowerment**.*
- *Illustrate how **Empowerment** looks.*
- *Identify the policies and parameters of **Empowerment**.*
- *Show how to make **Empowerment** work when handling customers.*
- *Describe why **Empowerment** takes time to implement.*

**Empowerment** helps improve job performance and makes everyone an asset in the organization. It assists you in dealing with all customers – including those who are difficult – and helps you quickly and efficiently resolve problem situations.

After you complete this program, take what you've learned about **Empowerment** and apply it in the workplace. Make **Empowerment** a Way of Life and you will see positive results.

