

# Quick Tips

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WASHINGTON  
UNIVERSITY**

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This monthly newsletter is intended to provide down-to-earth ideas and techniques you can put into action to improve communication, enhance performance, motivate staff, and influence peers. Your suggestions and ideas are encouraged. E-mail your **HR Quick Tips** newsletter submissions to **Michael Horne** at: **hrtraining@cwu.edu**.

*Happy  
Holidays*

## Principles of Employee Empowerment

### The Credo of an Empowering Manager



Looking for real management advice about people? Your goal is to create a work environment in which people are empowered, productive, contributing, and happy. Don't hobble them by limiting their tools or information. Trust them to do the right thing. Get out of their way and watch them catch fire.

These management actions enable both the people who work with you and the people who report to you to soar.

#### 1. Demonstrate You Value People

Your regard for people shines through in all of your actions and words. Your facial expression, your body language, and your words express what you are thinking about the people who report to you. Your goal is to demonstrate your appreciation for each person's unique value. No matter how an employee is performing on their current task, your value for the employee as a human being should never falter and always be visible.

#### 2. Share Leadership Vision

Help people feel that they are part of something bigger than themselves and their individual job. Do this by making sure they know and have access to the organization's overall mission, vision, and strategic plans.

#### 3. Share Goals and Direction

Share the most important goals and direction for your group. Where possible, either make progress on goals measurable and observable, or ascertain that you have shared your picture of a positive outcome with the people responsible for accomplishing the results.

#### 4. Trust People

Trust the intentions of people to do the right thing, make the right decision, and make choices that, while maybe not exactly what you would decide, still work.



#### 5. Delegate Authority and Impact Opportunities, Not Just More Work

Don't just delegate the drudge work; delegate some of the fun stuff, too. You know, delegate the important meetings, the committee memberships that influence product development and decision making, and the projects that people and customers notice. The employee will grow and develop new skills.

#### 6. Provide Frequent Feedback

Provide frequent feedback so that people know how they are doing. Sometimes, the purpose of feedback is reward and recognition. People deserve your constructive feedback, too, so they can continue to develop their knowledge and skills.



## **November HR Mailbag**

**QUESTION:** What are the keys to building a solid working relationship with staff?

**ANSWER:**

Building a productive relationship with those who work for you is a difficult endeavor. It develops slowly based on daily interactions. There's no instant formula for success, and no buzzer sounds to let you know you've achieved your goal, and much like a well-kept car, it requires constant maintenance. Following is a list of general guidelines that can help you in this regard:

- Always be courteous—even when you're under pressure and nothing seems to be going right.
- Show confidence in employees by giving them responsibility.
- Don't panic or act unsure of yourself in front of staff. They expect you to be in charge.
- Be consistent but not inflexible. Employees should know what to expect from you on a day-to-day basis.
- Expect the unexpected.
- Show your appreciation for a job well done.
- Don't expect miracles. Mistakes should be accepted and corrected—not criticized.
- Don't take the job too seriously. Do your best, but remember that the job is only one aspect of your life.

You can receive additional information or training through the programs offered on campus or through the **E-Learning Network** offered by the HR Department. Please call **(509) 963-1202** for more information or refer to:  
<http://www.cwu.edu/~training/>.



### **DID YOU KNOW?**

The January – June 2008  
Training Calendar has been posted.  
Check it out at  
<http://www.cwu.edu/~training/>  
Call HR at x1205 for more information

## **December HR Mailbag**

It's much easier to run my department if I can make assignments without people objecting that, "It's not my job." How can I work around this attitude?

To raise money for the Combined Fund Drive (CFD), the Human Resources Department has created a cookbook with many of our favorite recipes. The cookbooks cost \$10 and all money raised will be donated to CFD to benefit the Northwest Chapter of the Crohn's and Colitis Foundation of America.

We have collected over 120 recipes featuring classics from your favorite (past or present) HR person. For example, you'll find Sherer Holter's Porcupine Meatballs, Eric Galbraith's Hot Crab and Cheese Dip, Becky Baker's East 62nd Street Lemon Cake, Colleen Rose' Potatoes Romanoff, Judy Drexler's Doggie Cookies, and Ona Youman's Brownies. These are just a sampling of the many recipes that you'll find in eleven different categories of food.

Cookbooks are available now in the human resources and, need we say, would make wonderful gifts. If you are interested in purchasing a cookbook, please contact the front desk at 963-1202.

Thank you for your support of the Combined Fund Drive and the Northwest Chapter of the Crohn's and Colitis Foundation of America.

