



**Empowering Tomorrow's  
Leaders**

**October 27, 2021  
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# Agenda

- Identify Potential Leaders
- Develop Their Skills
- Coaching/Mentoring Opportunities
- Motivate
- Provide Encouragement
- Benefits to your Organization

# Identify Potential Leaders

- Identify employees who are proactive, reliable and thoughtful in their work, and take control when the opportunity is presented to them.
  - Look beyond people with degrees.
  - Look for employees who others go to for help and continuously rely on.
- Connect with your team members.
  - Don't avoid small talk. Engage in one-on-one conversations.
  - Intentionally ask about their work progress, such as accomplishments or failures.
  - Make an effort to know your staff on a personal level.
    - Ask what's going on with their families, or lives in general, to show that you care about them as human beings.

# Identify Potential Leaders

- Ask Them What Their Goals Are.
  - Asking your team about their individual career is foundational when empowering people.
  - Encouraging employees to think about both their current and future objectives reminds them to maintain optimism towards what's ahead for them, giving them a sense of control and choice.

# Examples

- I oversee the musical entertainment for the holiday party. I have two people on my team who are musicians.
- I asked for their assistance in making the choice of what music to select, which musicians to hire, what sound equipment was needed, how to set up the stage, etc.
- Financial Aid Clerk Barb displays initiative, accuracy and great customer service skills, and has an associate's degree.
- What can you do to develop her into a financial aid department leader, and one day, maybe even the Director?

# Develop Their Skills

- Once you've spotted an employee who shows promise, your next step requires a conversation.
  - Start your conversation with an explanation of why you see potential to grow within the company, and to fulfill future needs.
  - Then, ask what she sees for herself.
- Demonstrate your trust.
  - Clarify the ends instead of the means, and let your staff go about projects in their own way. They might not accomplish everything exactly as you would have, but they will get the job done with their own flair.
- Be flexible.
  - Try a schedule that allows a parent to drop their kids off at school in the morning.
  - Allow an employee to work from home (WFH) to take care of a sick parent or child. Experiment with one WFH day a week or a couple each month.

# Develop Their Skills

## Define

- Clearly define the organization's vision, and staff roles.
  - People who don't know what they're supposed to be doing won't be able to accomplish their jobs very well at all.

## Give

- Give them autonomy to flourish with your guidance.
  - Micromanaging is the opposite of empowering people. Give them space and the time to do their work. This demonstrates that you trust them to view mistakes as lessons learned, and risk-taking as a chance to grow.

## Delegate

- Delegate more than just work.
  - Ask a staff member to lead an important meeting, even if it's just while you step out to take a phone call.
  - Share the projects that people and customers notice.
  - Give them hands-on practice in leadership to improve their skill. Let them be the leader.

# Develop Their Skills

- Practice forgiveness for their mistakes.
  - If you get angry every time an employee makes a mistake, they will continue to play it safe.
  - New leaders should understand that it's acceptable to fail and have an opportunity to learn from their own failures.
  - The purpose of employee empowerment is allowing them to feel confident and courageous enough to take risks and make their own decisions.



# Examples

- Matt shows self-confidence, intellect and desires to move into senior management.
- Rotate Matt through different jobs to expose him to multiple roles, as well as push him past his comfort zone.
- Along the way, he'll gain exposure to different job responsibilities and gain an overall understanding of the department in a real-time environment.
- If Matt does not have international experience, move him into a role that will help build his confidence and leadership skills.
- When placing future leaders into unfamiliar roles, it's important to continue the conversation. What questions should you ask Matt?

# Coaching/Mentoring Opportunities

- Lead by Example
  - Ensure you're always early and ready to go. Have all your work done on time.
  - Showing how you want something done is much more effective at empowering people than telling them what to do.
  - Display leadership qualities like effective communication, responsibility and the ability to guide other people.
  - Stress the importance of integrity and character.

# Coaching/Mentoring Opportunities

- Don't Give the Answers – Help Them to Find Them
  - Give them autonomy and let them to work through tasks on their own.
  - Point them in the right direction and encourage them to try and solve the problem on their own.
- Let them lead.
  - Step back and let them take over.
  - Teach them instead of giving orders.

# Coaching/Mentoring Opportunities

- Leave your office door open
  - Shows them that you care what they think while enabling them to give their input and play an active role in your organization.
  - Listen to their frustrations and give some examples of how they made that transition.
  - Coach them to have a win-win mentality in a genuine, authentic way that benefits all parties involved.
  - Encourage open feedback and ideas from them and listen to any issues or concerns they have.
- Networking
  - Introduce them to other leaders who can help.
  - Help them gain more confidence and improve their people skills.

# Examples

- Hope is an accomplished financial aid advisor, she is **mentoring** Irene, an aspiring professional and strong performer. Irene learns the nuances of the position and how to be more effective at work as Hope helps her solidify financial aid processes.
  - If Irene misses some steps in the verification process, Hope is there to guide and redirect her.
  - You check in periodically throughout the process with encouragement, guidance and to answer any questions Irene may have. The frequency of your **coaching** should increase or decrease depending how quickly Irene becomes more familiar with her new job.
- Jacob knows the financial aid process and will present it to new students at orientation. He needs to learn when to expand on the topic and how to bounce back from mistakes as he learns to manage bigger and bigger groups of people.
  - How would you coach Jacob on what to do if he makes a mistake during the presentation?

# Motivation

- Find out what motivates them.
  - Be upfront and ask them.
- Inspire creative thinking.
  - There are always better ways to do things, so use the minds around you and encourage your employees to share creative business solutions.

# Motivation

- Always be positive
  - Control your emotions and stay calm and collected when faced with hardships.
- Be appreciative
  - Saying 'thank you' goes a long way. No matter how small or insignificant the task may be – make sure you're saying thanks.
  - Show you appreciate their efforts.
- Praise and compliments
  - Get into the habit of praising and complimenting them for their good qualities and work.

# Steps in the Motivational Process

1. Assess the preferences and personality characteristics of the individual or group to be motivated. What motivates one group of people might not be the same as what motivates another group of people.
2. Define motivational strategies appropriate for that target.
3. Convey expectations for performance from the object of the motivation. Or, make it clear how the person can achieve the desired outcome.
4. Communicate benefits, rewards, or sanctions if expectations are or are not met.
5. Share feedback on progress or lack of progress toward desired outcomes.
6. Address problems or obstacles that are limiting success.
7. Provide rewards for desired outcomes.
8. Issue warnings before enacting sanctions.
9. Recognize people who have responded in the desired manner.

[Using Motivational Skills in the Workplace](#) by Alison Doyle, June 11, 2020.



# Example

- You call Jackson and tell him, "I want you to head up a new project."
- You give him the resources; the schedule; and your expectations.
- You tell him to keep you posted and let you know if there are any issues.
- Then get out of the way and let him lead the project team.
- Is there additional information you should give Jackson?
- What can you do to keep him motivated?

# Provide Encouragement

- **Encourage Personal and Professional Growth**

- Self-improvement
- Continuing education
- Flexible schedules

- **Understand their strengths and weaknesses**

- If they are a great public speaker, have them lead the next meeting.
- If they prefer to work behind the scenes, let them write the next newsletter.

# Provide Encouragement

- **Support Them When They're Struggling**

- Find out the cause, figure out how you can help
- Mentor them
- Provide time off,
- Scheduling one on one weekly meetings.

- ***Support Them When They're Succeeding***

- Provide recognition – anything from an email congratulating them on a job well done, to a hand-written card, to a monetary bonus.

# Example

- You tell Michael you want him to run the meeting this afternoon.
  - You reassure him that you will be there if he has any questions, but it's his show."
  - If there are questions during the meeting, they should be directed to Michael, not to you. If someone asks you something, you should defer to Michael.
  - This shows the team that Michael is the leader and empowers Michael.
- How else can you empower Michael?

# Benefits to Your Organization

- **It holds employees accountable.**  
When you allow employees to make their own decisions and take risks in the workplace, you are essentially investing in them. Your trust will hold them accountable for their actions, motivating them to work harder and smarter.
- **It increases employee retention.**  
Employees who feel appreciated and supported are more likely to be loyal to the organization. This reduces your organization's employee turnover and inspires workers to perform at their best.
- **It sparks job satisfaction.**  
When an employee is free to take risks and perform at their own pace and to their own standards, they tend to be more satisfied. Employee satisfaction translates to a positive work culture.
- **It improves customer service.**  
When handling customers, employees often pause to check in with their managers on how to go about a specific request or resolve

an issue. By empowering your employees to get the job done without waiting for your approval, you set your organization up for better customer service.

- **It allows individual growth.**

Empowered employees feel more confident and inspired to grow, which benefits not only their careers but also your organization.

*[Trust the Process: 13 Tips to Empower and Encourage Your Staff](#)*

by Peter Daisyme, August 10 2020

**Thank you!**  
**Any Questions??**



# Contact Information



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