

Communication and Empowerment

Employers of Choice attract high quality applicants, cultivate high performance standards, and can count on their employees to go the extra mile. How do they do this? They adopt workforce management best practices that enable them to find, engage, and keep the best workers.

To what extent have you adopted workforce management best practices in your organization? Take the Best Practices Assessment to find out where your company is performing well and where it could improve.

For each Best Practice listed below, evaluate how well your company's actions meet the application standards. Use the following ratings scale:

Rarely apply the practice	1 point
Sometimes apply the practice	2 points
Always apply the practice	3 points

Best Practice	Application	Score
<i>Communicate regularly and openly with employees.</i>	Use a variety of channels (meetings, newsletters, reports, emails, bulletin boards, focus groups) to share information with employees.	
	Share company and unit level strategic plans, key decisions and operating results.	
	Encourage communication between employees, business units and customers.	
<i>Involve employees in problem-solving, planning, and decision-making.</i>	Welcome employee opinions in informal ways (manage by walking around, impromptu chats).	
	Welcome employee opinions in formal ways (updates and meetings, cross-departmental teams, employee suggestion programs).	
	Provide training in data generation, data analysis, and decision making to enable employees to solve work problems.	
<i>Delegate authority through formal job responsibilities.</i>	Build autonomy and accountability into jobs at all levels, particularly for issues related to work processes.	
	Hold supervisors accountable for demonstrating effective leadership, encouraging initiative and supporting a culture of empowerment.	
Total Score		

Interpreting Your Score

- 21 to 24** Congratulations, you are well on your way to becoming an Employer of Choice.
- 16 to 20** Though you clearly apply many of the best practices, you would benefit from a greater understanding of the concepts.
- 1 to 15** You haven't mastered the practices, but since you've taken this questionnaire, you value becoming an Employer of Choice.