



Unleashing Employee Potential





Amy Hinkle

Amy brings over 12 years of Human Resources experience and has a demonstrated history in all areas of strategic and foundational HR. She holds a Master's degree in Human Resources and Organizational Development from Eastern Michigan University and is SHRM-CP certified. Amy is also a Michigan State University alumnus with a Bachelor's degree in Advertising and loves to lean into her creative side to incorporate an imaginative component into her work. Amy loves checking things off her bucket list through traveling and doing adventurous things. She loves mountain climbing, kayaking, SCUBA diving, paddleboarding, and hiking with her Australian Shepherd – anything to get her outside of her comfort zone!

Today's Topic



Topic: Unleashing Employee Potential

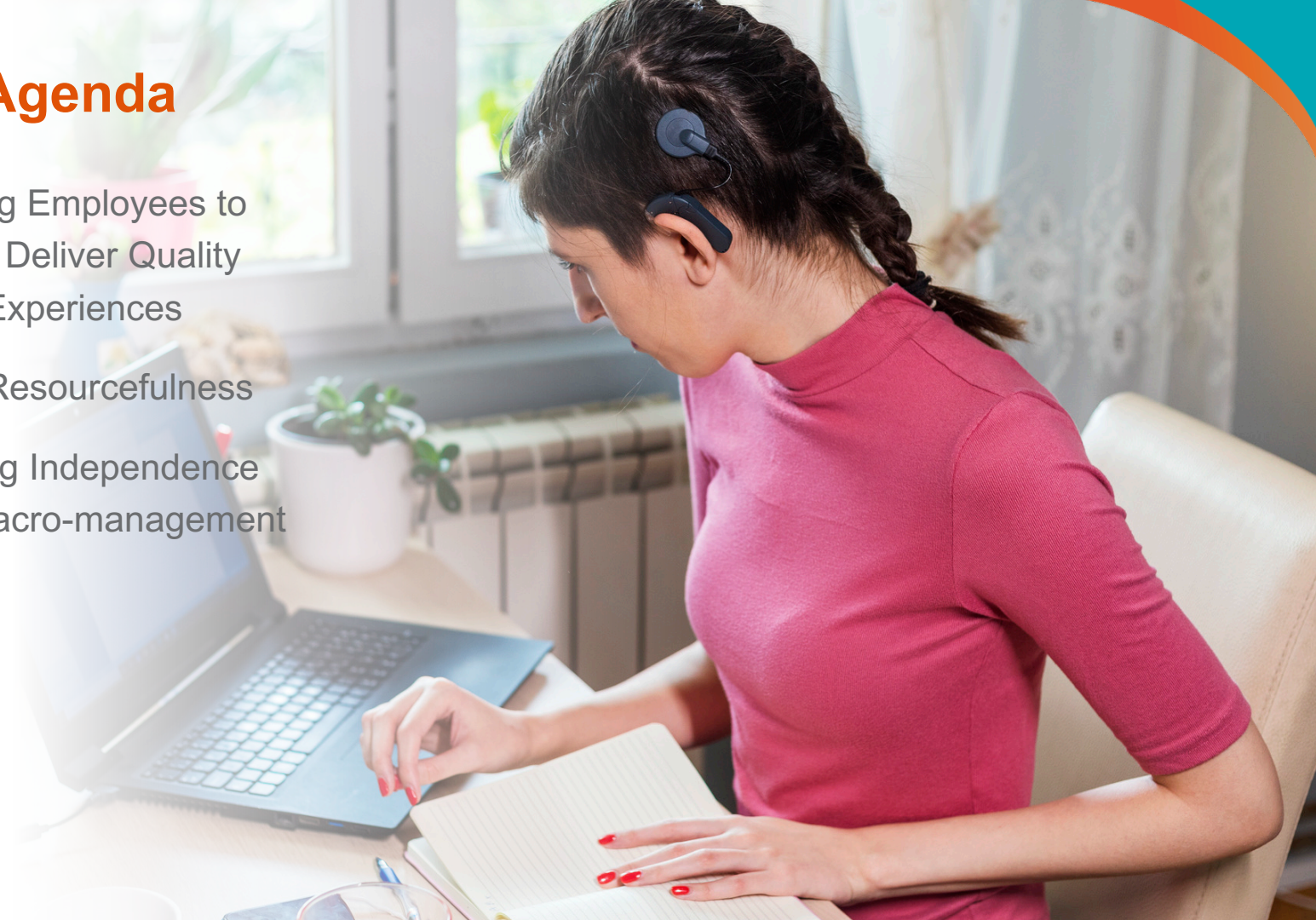
Tapping into Talent to Empower Your Team and Maximize Business

Description:

Understanding the strategies and resources employers can develop and promote to leverage the real secret to business success – their employees' potential.

Today's Agenda

- › Empowering Employees to Curate and Deliver Quality Customer Experiences
- › The Art of Resourcefulness
- › Encouraging Independence Through Macro-management



Empowering Employees to Curate and Deliver Quality Customer Experiences

- › Let Employees Be the Change They Want to See
- › Put Employees on an Equal Footing With Customers
- › Let Employees Make the Call



The Art of Resourcefulness



What is It?



Understand the
Root of the
Request



Think About “How
Can We?” or
“What Are the
Possibilities?”



Brainstorm Options
or Alternative
Solutions



Be Open-minded

Encouraging Independence Through Macro-Management

Tips for Micromanagers

- › Explain the Bigger Picture
- › Provide the Right Resources for Collaboration
- › Get Comfortable Asking Questions
- › Maintain an Open-door Policy
- › Properly Delegate Work

Results

- › Employees Have More Autonomy
- › Trust Levels Are Higher
- › Creative Thinking is Improved
- › Opportunities for Cross-collaboration
- › Teams Can Develop Their Skills
- › Intrinsic Motivation is Ignited

Potential Roadblocks

- › Short-term Goals or Tight Deadlines
- › New Workers or Employees Who Don't Know Your Company's Environment
- › Clear Goals and Paths
- › Unexpected Obstacles



**Thank you
for your time.**

