

On Leadership in the Workplace

Leadership in the workplace is important. Employees would rather be part of an organization that encouraged one's own inner beliefs and morals.

That made me think of empowerment. When I am part of an organization that respects me and encourages me to work within my morals and values, I feel empowered. When a superior/boss demonstrates authenticity, I feel empowered.

Arogundade and Arogundade (2015) noted that empowerment gave employees some degree of control and authority, confidence that they were capable of their responsibilities, and a sense of belonging within the organization. Structural empowerment related more to the organizational framework and duties; psychological empowerment, however, was a form of intrinsic motivation (Arogundade & Arogundade, 2015). Psychological empowerment also entailed employees' initiative (e.g. critical thinking and problem-solving) and autonomy (Arogundade & Arogundade, 2015). I think empowerment allows me (as an employee) to feel trusted and valued by the organization which I serve. Empowerment is a very powerful concept. The best customer service experiences I've had demonstrated high-level problem-solving and empowerment by the representative.

Reference

Arogundade, O. T., & Arogundade, A. B. (2015). Psychological empowerment in the workplace: Implications for employees' career satisfaction. *North American Journal Of Psychology, 17*(1), 27-36.