**I – 5 Empowering Manager**

Name of Nominee:

Name of Organization:

Nominated By:

Approved by Service Excellence Council? □ Yes

A. Provide a brief snapshot of “why” this individual is being nominated.

*Empowerment means allowing others to make their own choices; it doesn’t mean making choices for them*. *Can you tell us how your nominee in this category encouraged people to ‘step up’ and gave them new responsibilities and the authority to carry out new and challenging tasks? Is this nominee a champion for empowerment via increased training? Does she/he employ strategies that help people reach their full potential? Got good stories to illustrate?*

B. How has this nominee made a difference?

*In the case of either clinical or non-clinical managers, how does he/she empower associates to take charge, entrusting them with growthful challenges, allowing them to take the lead?*

C. How and what impact has this manager had on patient/customer satisfaction?

*Tell us how this individual’s empowering behaviors have a beneficial effect on patient, employee, or physician* *satisfaction. For example, did he/she model how to empower patients to take increased responsibility for their good health? What has this person done to empower staff to communicate more effectively with physicians, thus creating better relationships, better service to patients? What other examples and behaviors illustrate this person’s good influence on patient satisfaction? (For non-clinical managers nominated, how did this person’s ability to empower have a positive ripple effect ultimately on the clinical side of the organization? We all serve somebody …)*

D. How and what impact does this person have in improving employee morale and the culture of the organization?

*How does this person “grow the organization” by empowering his/her people to sail into uncharted waters?*

E. What impact has this person had on improving the community’s perception of the organization?

*Please provide specific details.*

F. What empowering behaviors distinguish this nominee from other managers?

*Share examples of how this individual has provided leadership by way of empowerment, strengthening and invigorating people to provide service “above and beyond.”*

**This nomination, with supporting documentation (if applicable), should be sent via email to** info@hcsecawards.com **once approved by the Service Excellence Council.**