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Sommario/riassunto	Empowerment Takes More Than a Minute tells the story of a young manager whose attempts to turn his troubled company around through traditional top-down, command-and-control management are failing. Reluctantly, he contacts an expert in empowerment, even though he feels like he's already tried that too. Step by step, the expert helps him understand why his past and present efforts have fallen short and exactly what he needs to do to create an empowered workforce. The process as it unfolds is complex, paradoxical and counterintuitive -but well worth the effort. The new introduction dispels the notion that empowerment is a bygone fad. No matter what its name, the essential concept-that organizations can achieve extraordinary results by recognizing and taking advantage of the skills, experience, and knowledge already existing in the organization-will always be relevant. The new epilogue describes obstacles companies have encountered and overcome and outlines empowerment strategies that have proved successful during the fifteen years the authors have been consulting,

researching, and refining these concepts. Although sometimes arduous, the journey to empowerment is well worth making. In fact, unleashing the power of people in an organization may be the only way to continue to do business in a competitive, complicated marketplace.
