

Be Clear and Get Results Through Delegation

Purpose

The purpose of this document is to teach you a proven and effective delegation formula.

Establishing Clarity Starts at the Beginning

When it comes to effective delegation, it is about establishing clarity in the beginning; when it comes to executing and accomplishing a goal, it is about establishing clarity at the beginning; and when it comes to a team executing in an aligned manner, it is about establishing clarity at the beginning. This document provides a formula for delegating and establishing clarity. For additional information on building a high achievement leadership team and company, email me at Kathie.mcbroom@thinking-organization.com.

Delegation

Delegation is a skill and it is a skill that can be learned just like learning to hit a drive 250 yards straight. Our proven delegation formula has 4 steps:

- **Step 1: SUCCESS POINT** – Success Point is about establishing clear expectations at the beginning of delegating an assignment. It is the communicator's responsibility to make sure the expectations are clear. In order to establish expectation clarity, you will want to:
 - Communicate the result(s) you are looking for
 - Communicate the resources available to the person you are delegating to
 - Communicate the completion date
 - Answer any questions the person you are delegating to might have
 - Have the person you are delegating to repeat back what you asked them to do. This is **CRITICAL** because 75% of the time the repeat back will not meet your expectations and easiest and least expensive point to correct the understanding is at the beginning. The time to get it right is at the beginning.
- **Step 2: FEEDBACK LOOP** – The feedback loop is a verbal contract that is established with the person you are delegating to. The contract specifies how often and in what form you want feedback on the assignment. Feedback loops vary depending on whether the person is proven or not. Decide appropriately.
- **Step 3: RISK TOLERANCE** – Risk Tolerance is where you specify time or budget related targets or any other risk related areas that you may want to avoid such as calling major customers, etc.
- **Step 4: REWARD AND RECOGNITION** - Reward and recognition is a simple thing to do with great ROI. The key with reward and recognition is to reward people the way they want to be rewarded. Some people want public recognition, some people want tickets to a sporting event that they can attend with their spouse. A reward is only received as a reward if it is meaningful to that person.

The important thing to remember about delegation is once you delegate something you CANNOT take it back because the whole company is watching. You may need to lock hips with the person you delegated to but they must complete the assignment.

FOR MORE INFORMATION

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