



Enhance Your Performance Through Effective Delegation

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Why Delegation?

- For managers of teams, delegation is probably the single most important skill for growing your business
- Why?

What is Delegation?

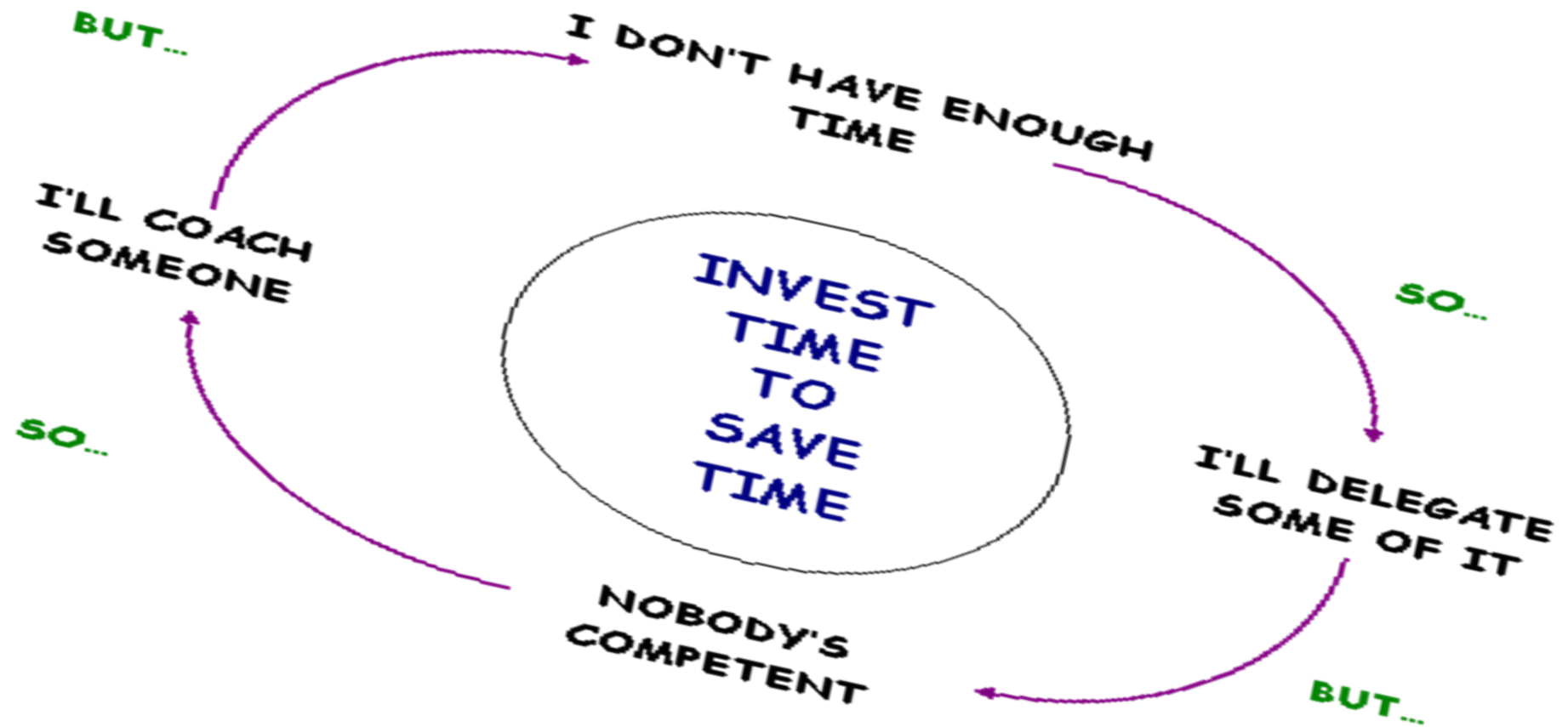


Delegation

- Staged approach to “handing over” responsibilities to an employee
- Desired Outcome(s):
 - Time to focus on higher value tasks
 - Employee career development
 - Timely complete execution of the task/ responsibility



Barriers to Delegation

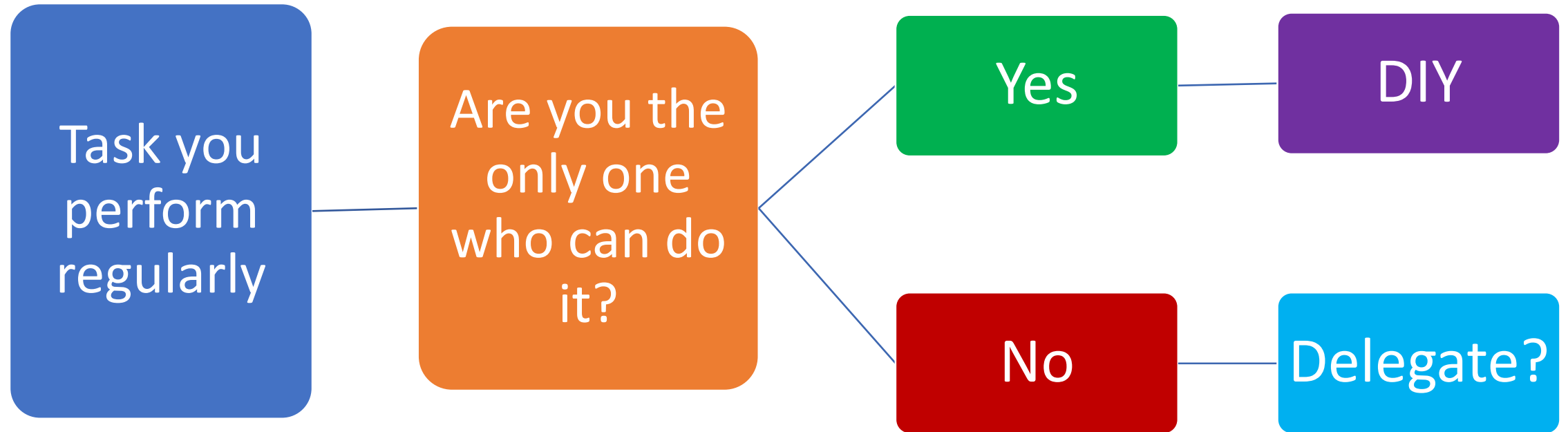


Benefits

- Employee Morale
- Focus on High Value Tasks
- Work-life Balance
- Company Productivity Increased



Identifying What to Delegate- Example 1



Delegation Matrix

		SKILL LEVEL		
		Beginner	Intermediate	Expert
TASK IMPORTANCE	Low	Offer training	Manage by Exceptions	Risk Disengagement
	Medium	Add a mentor	Offer Reinforcement	Manage by Exceptions
	High	DANGER! Pay close attention	Add a Mentor. Be approachable & check in.	Expect High Productivity. Let them shine.

Steps to Delegation



Step 1: What



Tasks which:
Others can do
Are routine
Not mission critical



**Think through the
extent of
authority/
responsibility/
task**



**Identify
parameters,
expectations and
standards**



**What does success
look like?**



Step 2: Who



CAPABLE



WILLING



INTERESTED





Step 3: How

- Teach & explain:
 - Purpose
 - Desired deliverables/ outcomes
 - Key milestones/ check points
 - Timelines, deadlines, parameters and standards
 - Tips/ hacks
 - Tools and resources
 - Good and bad signs

Step 4: Support

Ensure / allocate
adequate tools and
resources

Share necessary
information

Introduce to key
contacts

Communicate to
others to reinforce
the delegated
responsibility

Step back!

Step 5: Follow Up



**Clarify check
ins and
monitoring
arrangement**



**Review
progress**



**Encourage
problem
solving**



**Assist when
requested**



**Conduct
follow up
meetings**

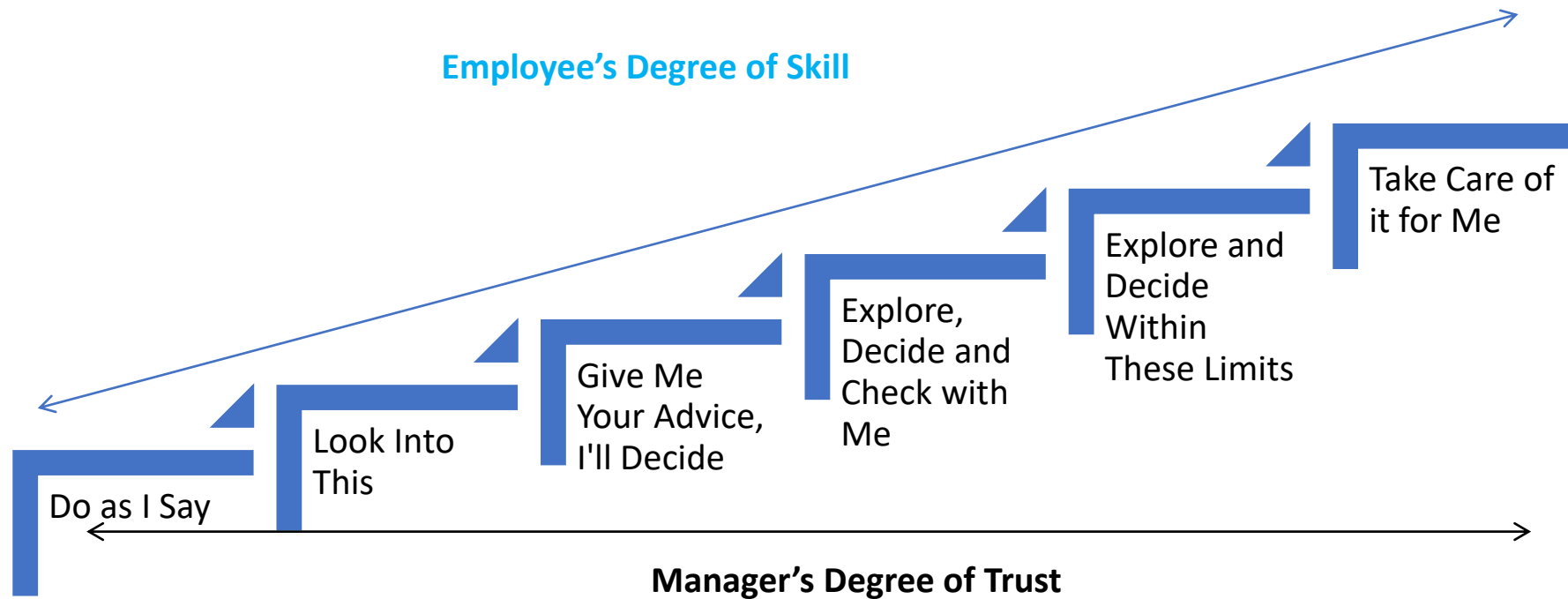
Needs differ
depending on
the level of the
individual and
the importance
of the task

Step 6: Reward & Recognize

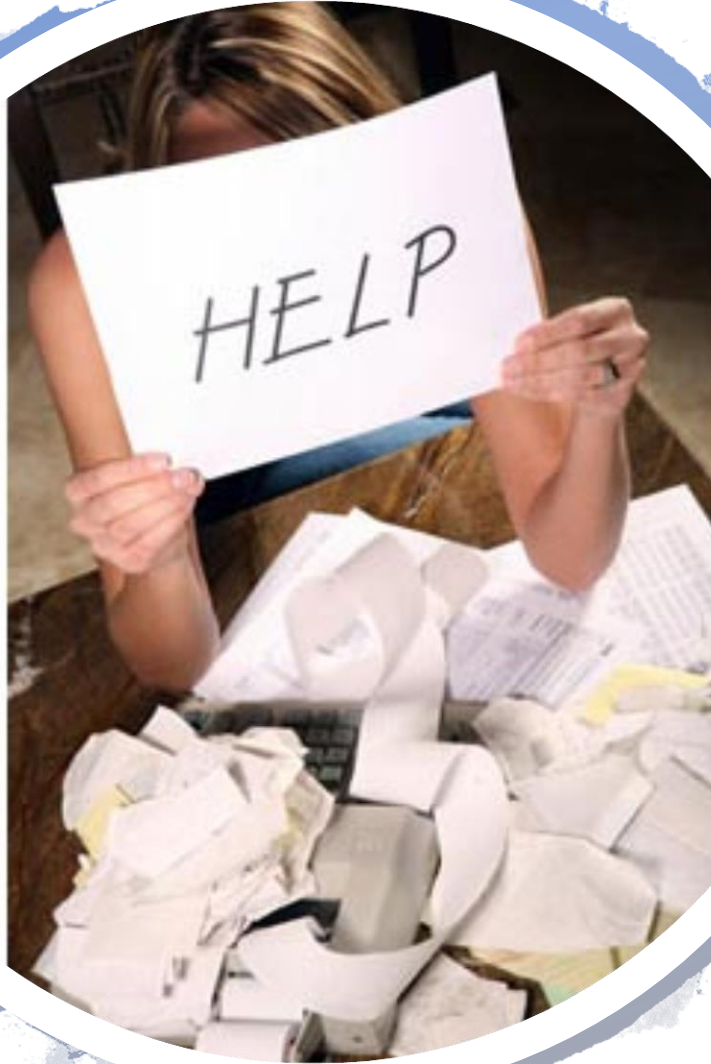


Reward	Recognize
Bonus Wage/ Salary Increase Gifts	Say Thank You Public & Private Praise Awards
Career Development Opportunities Conference Attendance Trips	

Levels of Delegation



Delegation Gone Wrong



- Authority \neq Accountability
- Parachuting in
- Micromanaging (lack of trust?)
- Abdication
- Competing delegates
- Wrong delegate
- Lack of:
 - Planning
 - Training
 - Support
 - Communication/reinforcement to others



Questions?



thank you 😊



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