

for·ti·fy



# Effective Delegation

Presented by Shawnee Love  
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# Delegation's Big Ideas

- What it means to Delegate?
- Why Delegate?
- Why we don't Delegate?
- How to Delegate?
- 1-2 Action Steps
- Pitfalls



# Our Tool for Today: Poll Everywhere



## Web Browser

- Go to pollev.com
- Enter:  
    shawneelove591
- Respond to activities



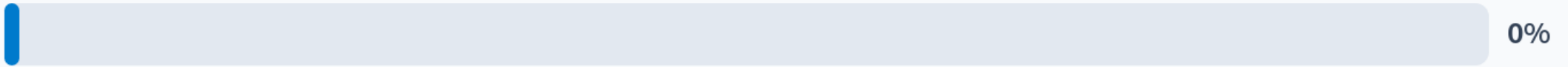
## Text

- Enter the number 37607
- Text:  
    shawneelove591
- Respond to activities



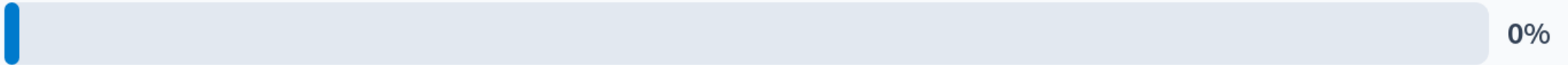
## Have you used Poll Everywhere before?

Yes



0%

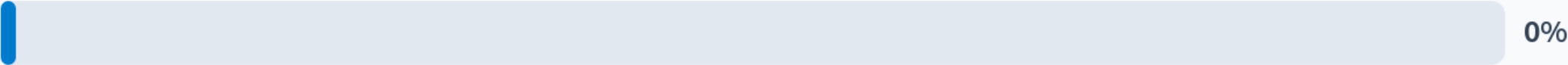
No



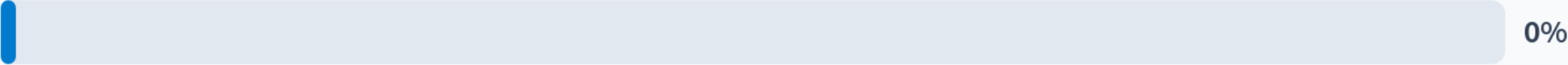
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# Movies or Books?

Movies



Books



# What is Delegation?

- Shifting of authority and/or responsibility for certain functions, tasks, or decisions from one person to another or;
- Management/ Leadership empowering other people with responsibility, and trusting their ability to execute certain task and decisions to be just as effective as themselves





ABC ▶ noun 1 the alphabet  
of a subject.

**abdicate** ▶ verb (abdicates, abdicated) 1 give up being king  
to carry out a duty.

Delegation is not



# Why Delegation?

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





# Delegation Survey



## Delegation Survey Answer Key

Strongly Disagree	Somewhat Disagree	Neither Agree Nor Disagree	Somewhat Agree	Strongly Agree
1	2	3	4	5

# Question 1:



I have trust in my  
delegatee's ability to get  
things done effectively and  
on time.



## Question 2:

My delegatee knows the importance of their work.



## Question 3:

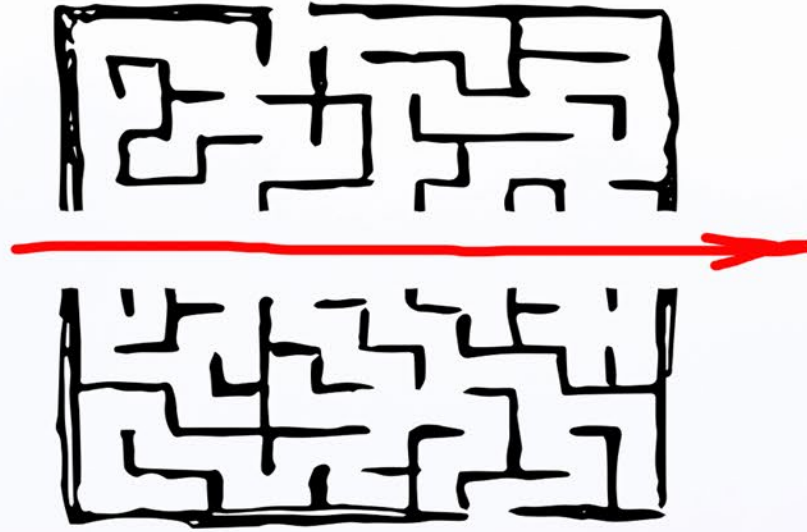


My delegatee does not have to ask permission to make decisions.



## Question 4:

My delegatee is able to use their “best judgment” to solve problems.



## Question 5:

I ask my delegatee for feedback and ideas on how to improve ways we operate.



## Question 6:

My delegatee has a say in the decision making in the organization.





## Question 7:

My delegatee has all that they need to do their job right.





# Question 8:

My delegatee is able to take risks in their role.



## Question 9:

My delegatee manages their workload and prioritizes their tasks.

### TO DO LiST

1. **SO**
2. **MANY**
3. **THINGS**



## Question 10:

My delegatee knows they are valued by me and the organization in general.

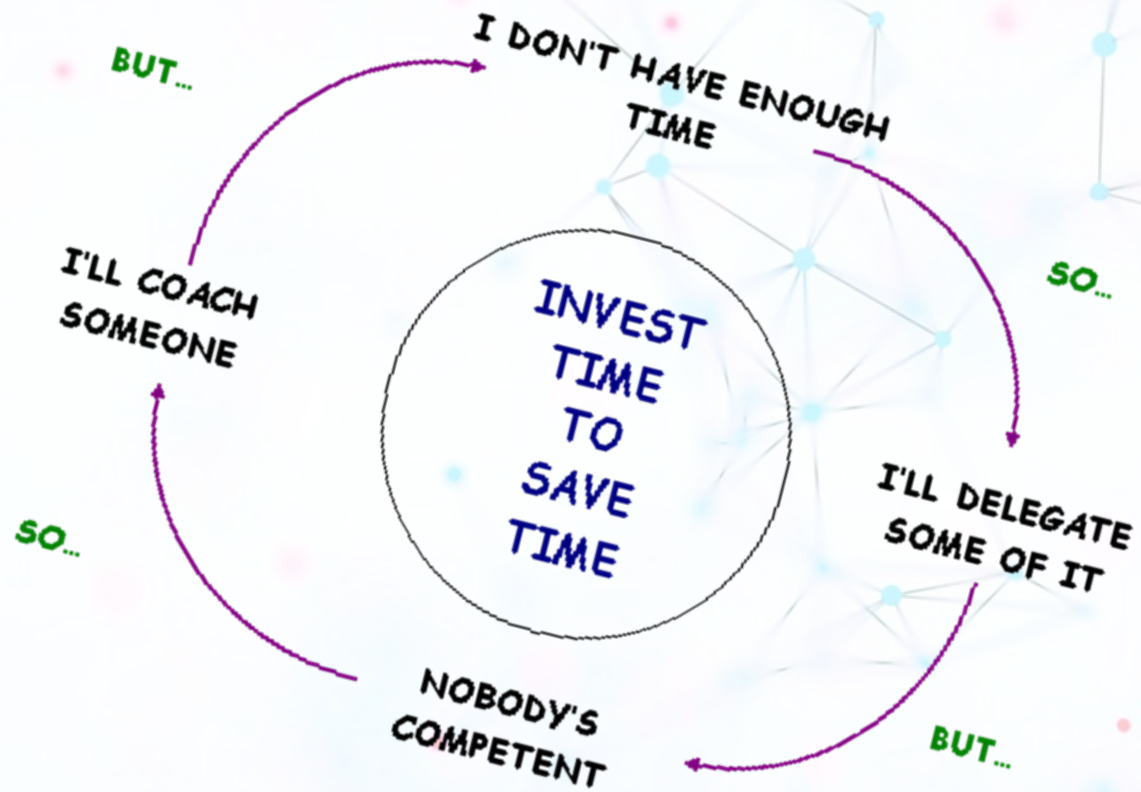


# RESULTS





# Barriers to Delegation



# Risks of Not Delegating



Manager



Employees/  
Team



Organizational



# What to Delegate?



**That which:**

**Others can do**

**Are routine,  
repetitive**

**Are not mission  
critical**



**Think through the  
extent of  
delegation**



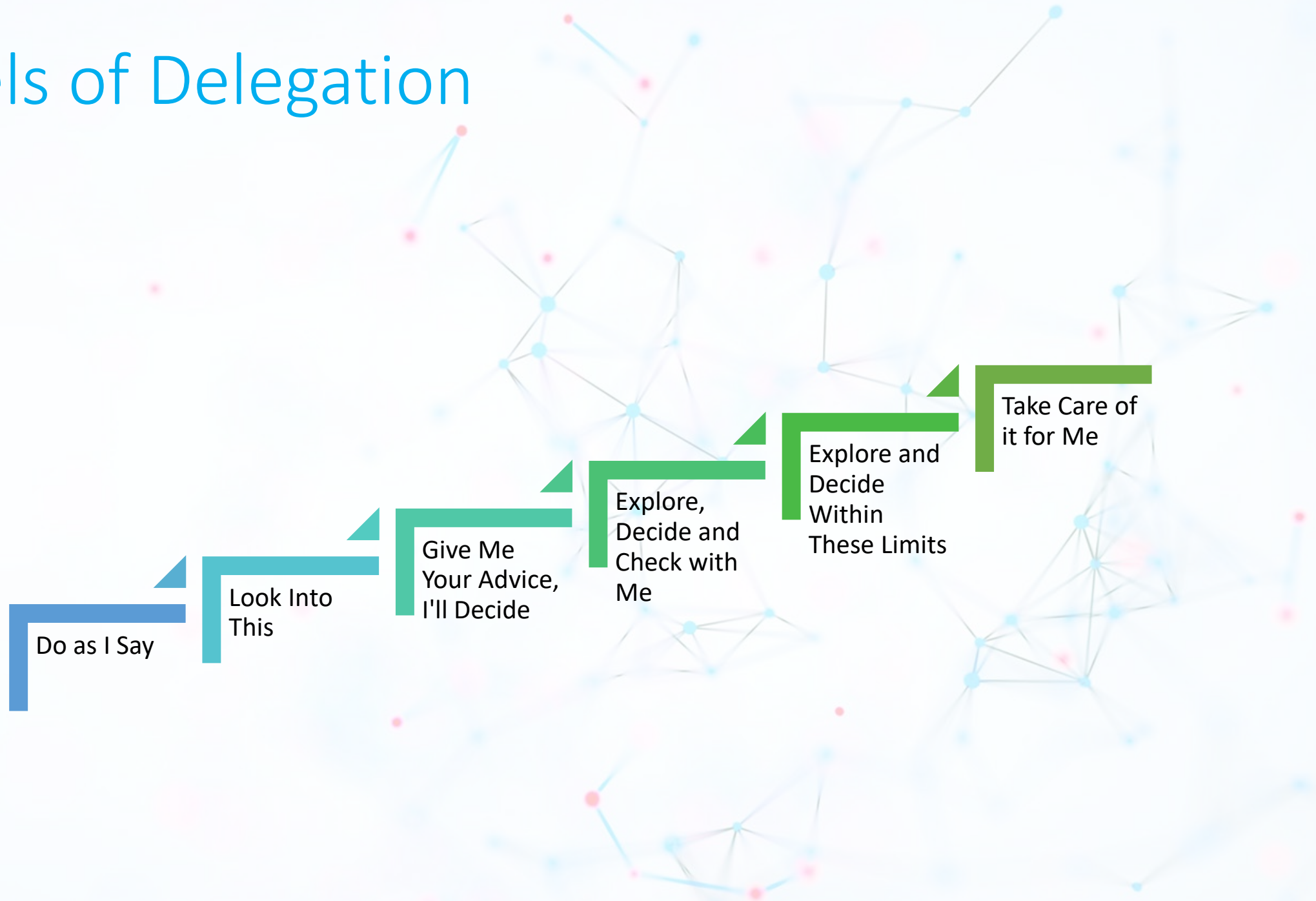
**Identify  
parameters,  
expectations and  
standards**



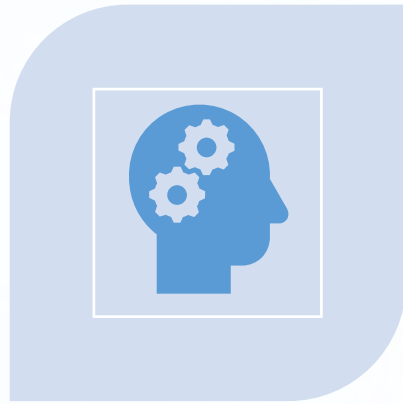
**What does success  
look like?**



# Levels of Delegation



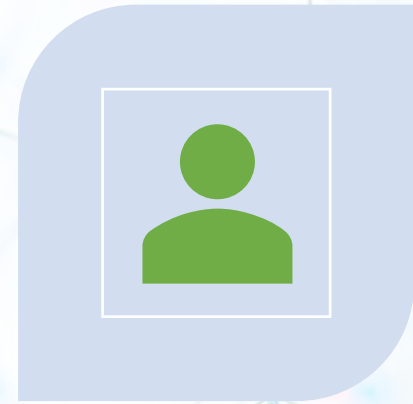
# How to Delegate?



**CAPABLE**



**WILLING**



**INTERESTED**

# Delegation Matrix

		SKILL LEVEL		
		Beginner	Intermediate	Expert
CHALLENGE/ 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	Expect High Productivity



# Getting Started

- Teach & explain
  - Purpose
  - Desired deliverables/ outcomes
  - Timelines, deadlines, parameters and standards
  - Tips/ hacks
- Provide support, tools & resources
  - Time, money, technology, people
  - Introductions to key contacts
  - Reinforce the delegatee's new authority/ accountability
  - Reinforce and recognize



# Delegation Gone Wrong



- Authority  $\neq$  Accountability
- Helicoptering/ Parachuting in
- Micromanaging
- Abdication
- Competing delegates
- Wrong delegatee
- Expectations of perfection
- Lack of:
  - Planning
  - Training
  - Support
  - Communication/reinforcement to others
  - Recognition



thank you 😊



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