Flair
Revenue Factory

One Touch Delegation

Flair Business Growth Consultancy

FLAIR
business growth consultancy

If you really are the only one that can do it right.
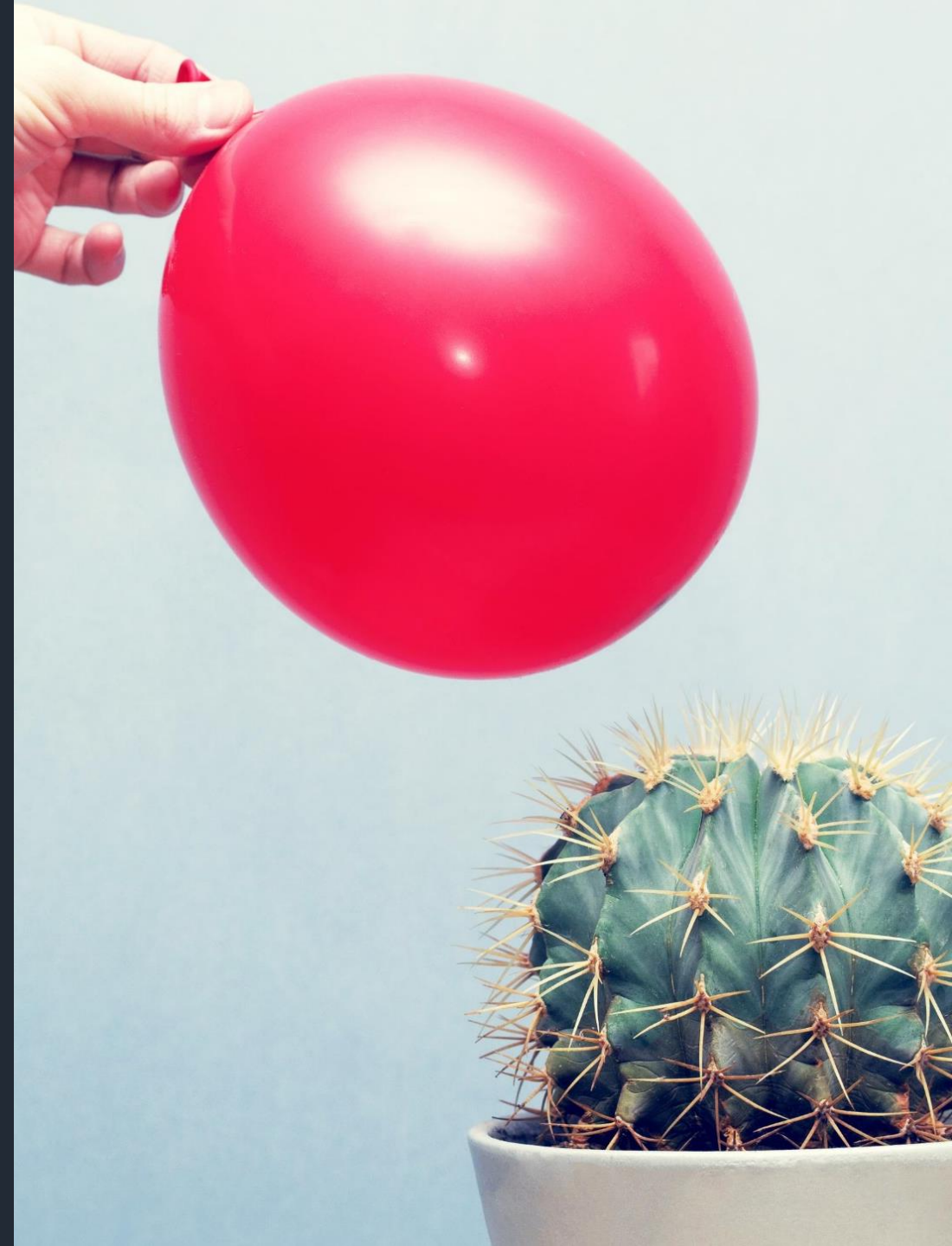
Aren't you in big trouble?

> **Surround yourself with the best people you can find,** delegate authority and don't interfere as long as the policy you've decided upon is being carried out.
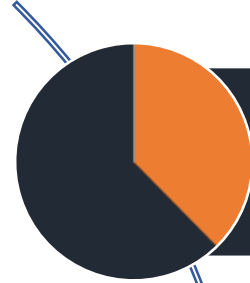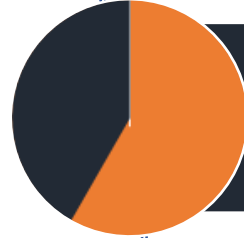
Ronald Reagan

Common Causes of Poor Delegation

❑ Lack of communication.

❑ Reluctance by some people to let things go to others.

❑ Too much scrutiny of delegates "I don't trust you to do this."

❑ Not enough authority to make decisions without reporting back.

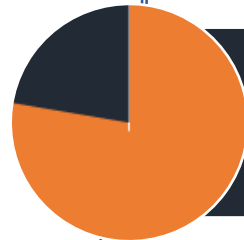❑ People are prevented from making mistakes and learning from them.

What Great Delegators Get

Exactly what they asked for...

...except when they get even more

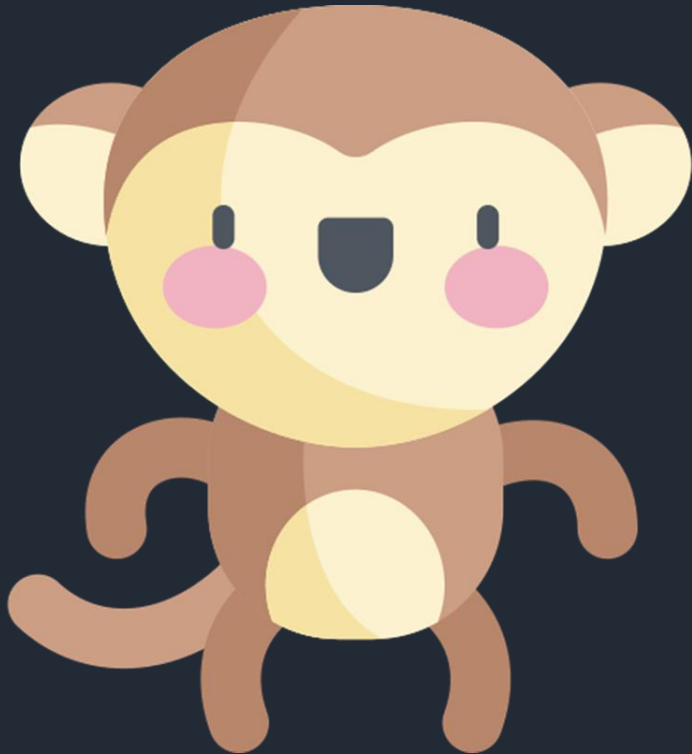Delivered on time, to budget and quality

Minimal Involvement themselves

Delegation Layer Cake

1. **Gopher** - Just an extension of the delegator.

2. **Options** - Delegate identifying options and reports back.

3. **Preferred option** As for 2 but now they suggest an option.

4. **Decide, inform, act** - Beginning to take control but delegator still in the loop.

5. **Decide, act, inform** - Where many people get stuck. Need to keep the delegator informed.

6. **Decide and act** - Delegator now only involved in passing on the task or responsibility.

7. **Empowerment** - Full responsibility and authority to make decisions. Freedom to make mistakes with no undue scrutiny.

Pass the Monkey

1. **Touch Points** - Agreement between the delegator and delegate on when they will discuss progress of the task.

2. **Talent** - Has the delegate got the right skills and experience?

   ➤ If not this is a coaching opportunity.

3. **Time** - Has the delegate got the spare bandwidth to take on this new task?

   ➤ If not they should be encouraged to say so.

4. **Terms** – integral to any delegation

   ➤ **Success criteria** - Describe an outcome or specify what you want.

   ➤ **Priority** - Explain the consequence of failure.

   ➤ **Constraints** - Deadline; budget; resources; regulations and politics.

Benefits

➢ Scalability only comes through empowerment!

➢ An easier life for the delegator.

➢ More motivated employees.

➢ Accelerated personal development for delegates.

➢ Unexpected innovations from people free to think and act for themselves.