

EMPOWERED DELEGATION

Step 1 - DEFINE

Define the task (problem or opportunity)

- Know the big picture – why is this task important and how does it fit in
- What does a successful outcome look like
- Decide who you are delegating to
 - Do they have the expertise?
 - Or is this a stretch and develop opportunity
 - 'Drive-by-delegation' fails!

STEP 2 - ENGAGE AND COMMUNICATE

Why - establishes meaning

- The big picture
- Why have you selected them and what's the opportunity

What

- The task
- Successful outcomes
- Goals & Expectations
- Requirements
- Available resources

How

- Constraints and boundaries
- Check-ins and feedback loops
- Reports and their level of detail
- When approvals will be needed
- Complex delegations can be outlined in writing

Create trust and clarify

- Crystal clarity for everyone
- Invite questions and be challenged
- Create security
- Don't assume anything and talk openly about the what-ifs

Step 3 - EXECUTE

Step back and trust the process that you've created.

Like any process, there's always room for improvement from everyone involved. Learn from the things that don't go so well, and celebrate the things that do!!

