



Track Training Services (UK) Ltd
“Developing People - Developing Business” *TM*

Hello and Welcome to Track Training Tips Number 5.

Managers do it. Leaders do it. MD’s of large organisations do it. Some do it well and achieve results. Others do it badly and cause absolute mayhem. Effective and Efficient Leaders/Managers of others must learn how to do this in order to get things done and achieve the results they are paid for.

Yes ... you’ve guessed it, this month’s topic is Delegation.

10 Steps to Effective Delegation:

1. Clarify **what** is to be delegated
2. Identify the **person** to delegate to
3. **Plan Ahead**
 - identify all the issues and seek to overcome objections
 - what is the best sequence?
4. **Discuss and agree** with the individual
 - ownership
 - success criteria
 - timescales
 - impact on existing workload
 - monitoring process
5. Discuss and agree all **resources**
 - time, budget, materials, equipment, staff, training, authority
6. **Communicate** to all internal and external customers
7. **Implement** the plan in bite sized chunks
8. **Monitor and review** at agreed intervals
9. **Hand over** the complete task when you are both happy
10. **Celebrate success** – however small!

Now I can’t guarantee success if you do all of the above. Sod’s Law may still apply and something else will go wrong. What I think we can guarantee, is that the more of the above that you don’t do – the greater your chance of failure!

Happy delegating.

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