

*Foolproof*

**GUIDE TO  
DELEGATION  
&  
EMPLOYEE  
EMPOWERMENT**

**5 STEPS TO  
MANAGEMENT  
FREEDOM**

**THEPERFORMANCEEDGE.COM.AU**

# INTRODUCTION

In my many years of management coaching and training the topic of delegation frequently arises and it is the number one reason why managers succeed, fail or stay where they are.

There is a simple formula to delegation that I will share with you that works 100% of the time.

You will no longer use the excuse, I haven't got time or it's easier to do it myself.

You have most likely been promoted for being a high performer and now you must lead the team. **Your results are now the results of others.**

But there is a problem, their standards are not as high as yours and so you feel like you have to spend valuable time correcting their mistakes or completing the job yourself.

I will tell you a secret.... your team probably don't like you for doing that.

This guide that you're about to read will transform the way you manage and run your team by must tested formula.

It's easy and will save you time.

Being a great manager is easier than you think.

With the right coach, trainer or mentor, you'll be a high performing manager quicker than you know.

Clint Rahe



# WHAT IS DELEGATION?

Delegation is the assignment of any responsibility or authority to another person (normally from a manager to a subordinate) to carry out specific activities. It is one of the core concepts of management leadership.

Delegation of authority is important in all organisations; it empowers employees and team members to contribute to the overall goal.

That said a lot of good leaders still don't know why delegation is so important.

Here's why:



## **Manager**

- ✓ Reduces stress
- ✓ Frees your time up to do the things you should be doing
- ✓ Makes your job easier



## **Organisation**

- ✓ Increased teamwork and collaboration
- ✓ Increased productivity and efficiency
- ✓ Increases employee engagement



## **Employee**

- ✓ Skill development
- ✓ Increase in confidence and self esteem
- ✓ Sense of achievement and job satisfaction



# WHY PEOPLE DON'T DELEGATE

In my experience we need to understand why people avoid delegating.

Simply put, people do not delegate because it takes up a lot of time and effort and feel it is quicker and easier to do it themselves.

You know the job inside and out. You can do it in your sleep.

But that mindset doesn't serve you anymore, now you're a leader.

And now that you're responsible for a team whose success or failure reflect on your leadership.

Now comes the mindset switch.

Here are the 3 most common barrier to delegation

**Loss of control** – Delegating a task means you lose control as now someone else is doing the task you are responsible for. It is more than likely that you can do the task to a better standard (But that's not the point)

**Not enough time to coach, monitor and give feedback** – This is one of the biggest factors is not delegating, people believe it takes too much time to explain everything to someone else. It's quicker and easier to do it myself.

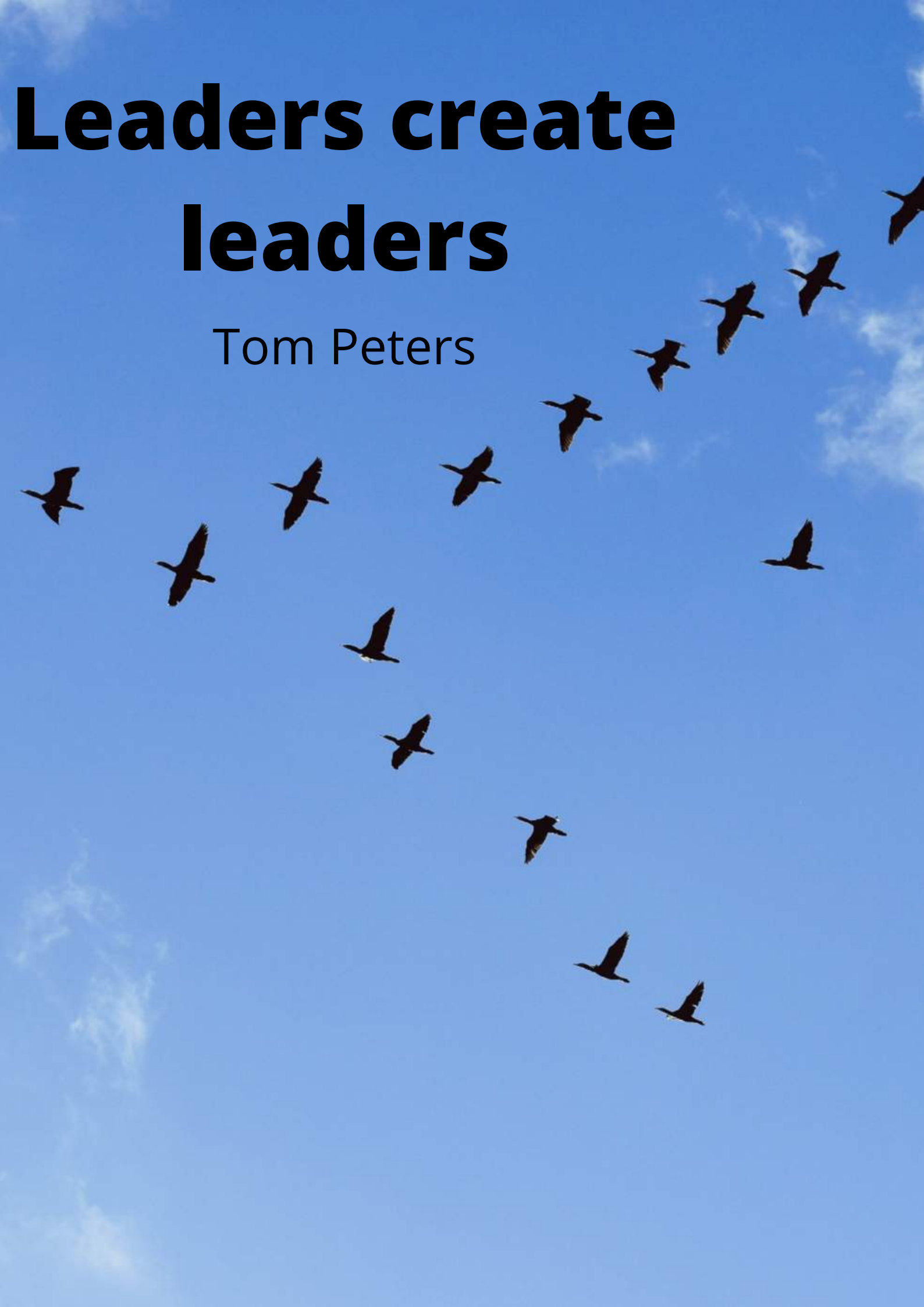
**My team don't have the skills to do the task** – I hear this a lot, but how does your team get the skills if you don't give them a chance to learn. It is your responsibility to help them grow.

Delegation is a long-term strategy, it offers so many benefits for you and your team.

Read on for my how to formula to do it effectively.

# Leaders create leaders

Tom Peters



# 5 STEP PLAN

Coach, Monitor, Feedback

Recognise & Reward

The Tools

Consequences

Results

# STEP 1 - LET EVERYONE KNOW YOUR DESIRED OUTCOME

Clearly articulate the desired outcome, start with the end in mind, let your employee know what the expected results will be from the completed task.

You are setting them up for success from the start, once they know the results they can get to work solving the problems and growing their confidence and skill set.

Don't be put off by their approach it may be different to yours, you need to harness it and point them in the right direction.

Take the following approach



Make the results compelling, that means paint a picture to enable your team members to see what the end product or task looks like. (60% of people are visual thinkers)



Let team members know why they're important and what part they play in the bigger scheme..



Be ready for any questions.

The result my team are trying to achieve is.....

# STEP 2 - GIVE YOUR TEAM THE RIGHT TOOLS

Have you heard this before?

"I didn't have the right tools", or "I didn't have the right procedure" or even worse.  
"I didn't know that".

The tools you need to get the task done, may differ from the tools your team needs.

So Take time to listen to what the tools they'e asking for and make sure they have what they need.

Tools fit under a wide umbrella, so here are a few categories to get you thinking.



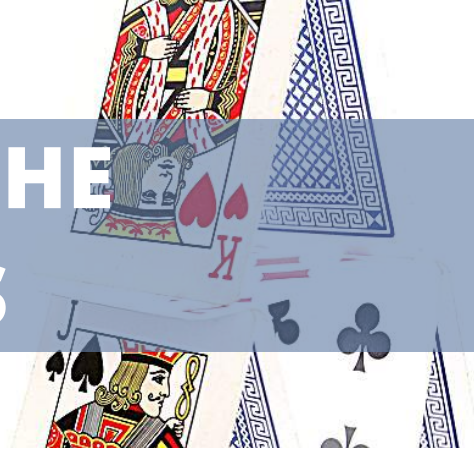
- ✓ Policies and procedures
- ✓ Physical Tools
- ✓ Rules and boundaries
- ✓ Data and information
- ✓ Code of conduct
- ✓ Software
- ✓ People
- ✓ Authority and responsibility
- ✓ Timeline and key check in points



The tools that my team need to complete the task are....



# STEP 3 - EXPLAIN THE CONSEQUENCES



This is the most important step in the formula, it is the most missed or overlooked step managers don't cover when they delegate a task, job or project.

A consequence is something that happens as a result of your employee behaving in a particular way, a consequence is a bad thing. Consequences give your team a clear set of boundaries and encourages them to complete the task on time, budget, and to specification.

Consequences must be followed up and carried out. Otherwise team members may see you as a push over, not get on board and miss their targets/results.

Three tips on setting consequences:

- 1 Be clear**
- 2 Be specific**
- 3 Follow through**

## Example:

If you do not process payroll on Friday, the payroll hotline will be directed to you phone and you can explain why they haven't been paid on time.

If my team doesn't meet it's outcomes the consequences will be.....

# STEP 4 - COACH, MONITOR & PROVIDE FEEDBACK



Your employees are now ready to start the task, job or project. One of the biggest barriers from a manager is to get out of the way and let them go.

Release the control and let them make the mistakes and be happy they are learning and developing.



**Coach** – A big mistake a manager makes is they tell and don't ask. Your challenge is to ask questions and **NOT** provide the solutions. We have been conditioned to take control and solve problems. That is the old school approach and won't deliver the freedom you so badly need.



**Monitor** – Stand back from a distance and observe only, if they are going off track provide them with feedback but let them learn for themselves. Schedule catch ups to check progress this is for them to give you the information and not for you to tell them how to do the job.



**Provide Feedback** – If your team are going off track, help them get back in their lane with feedback. Be as clear as you can and timely. Check they understand you by asking them to repeat your instructions.

"A boss who micromanages is like a coach who wants to get in the game. Leaders guide and support and then sit back to cheer from the sidelines". – **Simon Sinek**

I will provide feedback and coach in these three ways.....

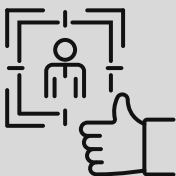
# STEP 5 - RECOGNISE & REWARD

Your employees have now completed the task, job or project, what next?

To embed a well performed job or project it is important to recognise and, reward the individual or team.

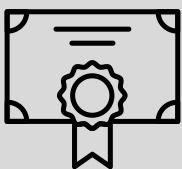
There are many ways to recognise and reward good performance, one thing to remember is that individuals are different, it is important to understand what would motivate each person and be meaningful.

Here are a few to consider:



## Recognition

- ✓ Recognition at a team meeting or project wrap up meeting
- ✓ Personal 1 on 1 thank you
- ✓ Email to department, article in the company newsletter



## Reward

- ✓ Day off
- ✓ Late start
- ✓ Early finish
- ✓ Gift vouchers
- ✓ Coffee

**Note:** most of these are free to implement and cost almost nothing on face value but will deliver the message of thanks for following my instructions, really appreciate your hard work and great job.

I will recognise and reward a job well done by.....

**“The fundamental task of management is to make people capable of joint performance through common goals, common values, the right structure, and the training and development they need to perform and to respond to change.”**

**Peter Drucker**



# DELEGATION TEMPLATE

**What are the results you want to achieve?**

**What are the tools your employees need to complete the task?**

**What are the consequences?**

**How are you going to provide feedback and coach?**

**How can I recognise and reward a job well done?**

# WHAT YOU CAN DO NEXT

Management is being consistent, having a structure and doing the hard things even when you don't want to.

Management can be a lonely place, all friends you are used to hanging out with are now your direct reports.

You were a great individual performer, now you have to manage a team to perform and be expected to operate at the same level of intensity.



It starts here **CLICK BELOW** to book a call with me to get your leadership journey started.

**CLICK HERE**