

Action plan



Building your trust in employees

Trusting others in your organisation to do a job as well as you could is a challenge for many business leaders. While it's normal to feel like you know your business better than anyone, a lack of trust can create multiple problems. Failing to delegate or properly leverage your in-house expertise can result in business underperformance and you risk burning out from juggling too many responsibilities.

- **Effort:** Medium
- **Impact:** High

Actions:

Spend some time reflecting on the skills and capabilities of your employees, thinking about successful projects they've managed alone or training courses they've completed.

- **Impact:** Medium
- **Suggested duration:** 5 days
- **Why this will help:** Taking a step back and recognising the skills and talent you've got in the business is a good first step in building up trust.

Complete a skills gap exercise that identifies your own strengths and weaknesses.

- **Impact:** Medium
- **Suggested duration:** 7 days
- **Why this will help:** Completing a skills gap exercise will help you confront your own weaknesses and realise where others could contribute or improve on your efforts.

Based on your assessment of your skills gaps, choose three tasks that you want to delegate to employees.

- **Impact:** Medium
- **Suggested duration:** 7 days
- **Why this will help:** Delegation is a great way to prove to staff – and yourself – that you can trust others to complete work as well as you could.

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Work through a delegation checklist to ensure employees have everything they need to carry out the task successfully.

- **Impact:** High
- **Suggested duration:** 14 days
- **Why this will help:** Successful delegation hinges on providing the right amount of information and support. Make sure you're giving them the best chance from the start.

Set the three tasks and build trust with employees by providing the feedback, support and training they need to excel in delegated tasks.

- **Impact:** High
- **Suggested duration:** One month (ongoing)
- **Why this will help:** Staff will need extra support when they first take on something new. Don't write off the first mistake and assume they can't be trusted – work on nurturing them in these roles and they will almost certainly reward your trust.

How will I know if my action plan is working?

Way to measure success

Number of delegated tasks.

Why this metric?

The number of tasks you delegate is a good indicator of how much you trust employees to take on extra responsibilities.

How do I start tracking?

Keep track of which tasks you've delegated each month. After six months, reflect on whether that number has increased or decreased over time – if it's decreased, think about why that's the case and whether there's more work to be done on building trust.