

Action plan



Setting expectations during delegation

There is mounting evidence to suggest that delegating responsibilities increases productivity, morale and even revenue, yet it takes some finetuning to get right. It isn't easy to hand over the reins or quell the feeling that you could do a better job yourself. Clearly setting expectations can alleviate your anxiety and give your employees the best chance of succeeding.

- **Effort:** Low
- **Impact:** High

Actions:

Plan the task you want to delegate in advance, considering what you want to delegate and how and when you'll communicate it to your employee.

- **Impact:** Low
- **Suggested duration:** 2 days
- **Why this will help:** Planning what you want to delegate in advance will help you get what's required clear in your mind, so that you can explain it in a way that's easy to understand.

Establish the level of authority you're giving your employee and if or when they should check back in with you.

- **Impact:** Medium
- **Suggested duration:** 2 days
- **Why this will help:** Deciding how much authority your employee will have is crucial when setting expectations. Should they check in with you before spending money or contacting customers, or are you expecting them to deal with the process single-handedly?

Meet with your employee face-to-face and set out your expectations, including the task, deadline and how you will determine whether or not it's been successful.

- **Impact:** Medium
- **Suggested duration:** 7 days
- **Why this will help:** While smaller activities can be explained over email, meeting with an employee face-to-face will give you a better sense of how confident they're feeling and whether they need extra support.

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Confirm your employee understands what you're delegating and the expected results by asking them to give a brief outline of what's required.

- **Impact:** High
- **Suggested duration:** 2 days
- **Why this will help:** Checking what they've understood from your instructions takes less than a minute, but it's key in preventing problems later on.

Be specific about what you want your employee to learn from the task and how it relates to their career within the business.

- **Impact:** High
- **Suggested duration:** 7 days
- **Why this will help:** If you've delegated a task to someone based on their skills or career development plans, letting them know that will provide context about why they were chosen and will likely increase motivation.

How will I know if my action plan is working?

Way to measure success

Feedback at follow-up meeting.

Why this metric?

Following up with your employee at a later date allows you to check that they had all the information they needed.

How do I start tracking?

Arrange a meeting once the task has been completed and make any notes about how you could delegate better in the future.