

## *Delegation*

1. Allows more people to be actively involved.
2. Distributes workload.
3. Motivates members by giving them value and importance.

### **WHAT AND WHEN TO DELEGATE:**

1. When there is a lot of work.
2. Minor decisions.
3. Details that take up large chunks of time.
4. When you feel someone has particular qualifications that would suit the task.
5. When someone expresses interest in the task.
6. When you think a particular person may benefit from the responsibility.

### **WHAT AND WHEN NOT TO DELEGATE:**

1. Things that are usually your specific responsibility.
2. A task to someone who may not possess the necessary skills or capabilities.
3. A “hot potato”.
4. Something that involves confidentiality.
5. Something you yourself would not be willing to do (the menial work).

### **METHODS FOR DELEGATING:**

1. Ask for volunteers: interest and belief in something is one of the greatest motivators for success.
2. Suggest someone you feel would be good for the task. Silence in response to a request for volunteers does not necessarily mean lack of interest. Often, a person will not volunteer because he/she lacks self-confidence.
3. Assign the task to someone. The person can always decline.
4. Spread the good tasks around:”good” jobs give people status and value. Make sure the same people don’t always get the good tasks.

5. Explain the task and give any specific instructions. Do not set someone up to fail because they did not have the necessary information to complete the task.
6. Set up definite expectations for work performance.
7. Communicate/follow up regularly to see that the task is getting done.
8. Give feedback. This can be an opportunity for giving recognition and encouraging growth.

## **TROUBLESHOOTING IF DELEGATION FAILS**

Delegation often fails for the following reasons:

- The task was not communicated clearly
- The member taking on the task wasn't interested
- The member didn't have the appropriate skills
- The member didn't have enough time
- There were insufficient resources for the task
- The member wasn't given enough authority for the task

*Most of these things can be avoided by taking extra care in the delegation process. If problems arise, examine what happened, and discuss ways to do a better job in the future.*