

Delegation

Summary

Delegation (rather than dumping) can be used to develop people or to achieve specific organizational outcomes. Identifying who is ready for delegation and using a collaborative process clarifies the level of control needed to affix accountability.

Context

Once decisions have been made by a group or individual, the next step is to determine, "Who will do what, when, and to what standard?" Delegation is the process of sharing responsibility for results. Leaders determine the ultimate objectives to be met and the resources available, yet they share and collaborate on the plan of action. After completing this module, participants will be able to demonstrate the steps of the Delegation Process to train and develop valuable team members while maintaining accountability and control.

Learning Objectives

1. Delegate tasks and responsibilities to develop and train others
2. Plan and prepare for a delegation meeting
3. Communicate clear performance standards for follow-up and accountability
4. Understand the empowerment cycle