

How can I stop doing everything myself and start delegating?

Is this you?

- I seem to be busy but never seem to achieve what is needed
- I spend a lot of my day firefighting and sorting out other people's mistakes
- I don't trust people to do the job as well as I do it
- It takes too long to explain to others, so it's quicker to do it myself

If yes, you need to learn to delegate! If you get delegation right, you will save time and money, and feel less stressed

Plan

This is delegation	This is not delegation
<ul style="list-style-type: none"> • Take time to learn about and understand your people. This way, when you explain things to them you will put yourself in their shoes and do what works for them • Remember people learn differently – you might explain a task, show someone how it's done or let them have a go themselves • Be really clear and specific about what you want them to do and take time to make sure they understand 	<ul style="list-style-type: none"> • Dumping work on people because you are too busy • Expecting someone will understand the job and do it in exactly the same way as you

Do

This is delegation	This is not delegation
<ul style="list-style-type: none"> • Always check understanding by asking questions such as “talk me through what you will do first...” or observing them carrying out a task. You will work out very quickly whether they have understood something and this will prevent problems further down the line. • Keep in touch with people when they are doing the job so you can work out how much support they need from you. 	<ul style="list-style-type: none"> • Rushing explaining the job and assuming someone has understood when they nod their head • Panic and take over when you see people getting it wrong or taking too long

Monitor

This is delegation	This is not delegation
<ul style="list-style-type: none"> • When you see people making mistakes or not doing the job properly, ask questions to help them consider what they are doing and get them back on track. • Make it easy for people to come to you for help, so they feel confident asking questions. • Focus on the importance of learning from mistakes, rather than sweeping them under the carpet or being embarrassed to admit they have happened. 	<ul style="list-style-type: none"> • Assume if someone hasn't come to ask you any questions, everything is ok • Leave people to get on with it, and only find out they are struggling when mistakes are made

This is delegation	This is not delegation
<ul style="list-style-type: none">• Spend time talking about what they are getting right and not just focusing on mistakes or problems. This will build confidence and help learning stick!• Check in regularly to review progress and learning so you can nip any problems in the bud and get them back on track doing the right things.• When you review progress, you will find out if you can start to step back because they are making great progress or if you need to give more support.	<ul style="list-style-type: none">• Only have conversations or give feedback when things go wrong• Blame people when they make mistakes and spend all your time talking about what they can't do

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