

Delegating with Wisdom and Diplomacy

How you ever asked a colleague to talk to a customer for you because you did not want to deal with it at that moment? How about going to a business meeting and leaving with a monkey on your back? Well if you answer yes, let's talk about delegating.

We all have the ability to delegate to others. If you have people under your supervision, how do you get them to do the work that you need them to do in a charming and successful way? I am not referring about their traditional job expectations; I am referring to projects that need to be done, accurately and pronto. By the way, I do not believe in shoveling down the through to someone a project without knowing how effective he/she will be in meeting the expectation.

Make it your business to explore and know your staff interests, many of the skills that someone has can be transferred to a specific project that needs to be done. Case study: At a previous company, I supervised seven different directors, each had their own interest and topics that made their eyes spark. I started talking with one of the directors about a possible membership appreciation day, and how we wanted to develop the idea. The director started giving me a list of things that could be done and possible options. During the 5 minutes conversation, she was so energized and could not stop talking about all the different activities that she thought could be done, and how we could get the community involved. I did know that she was very outgoing, very creative and a passion for coming up with new ideas and implementing them. She also like to start up projects on her own (obviously without

previous approval from me) this can be a whole different topic on never say "I don't think it is a good idea" So she left my office with a monkey on her back. She executed a well coordinated event that it was more successful then expected.

Keep in mind these 8 things as you work in developing your delegation skills:

1. Get to **know** your staff interests
2. **Listen** to what they talk about whenever new ideas arise
3. **Engage** in conversation about possible projects that need to be done and observe participation.
4. **Highlight** the importance of the project and the VALUE that will add to the company's success (a motivational approach).
5. **Always** tell staff the importance of the project and how they have full control of the direction that it takes (this give them accountability and ownership).
6. Be **clear** on the expected end result but give the person the space for their own creativity in executing the project.
7. Always **acknowledge** their hard work and creativity.
8. **Never** come across as you passing the monkey onto them (staff will find it discouraging).

There was a time when I believe that good leaders are the ones, surrounded by good people (too broad), but in reality what makes a good leader, in my opinion is having competent and loyal people who will take accountability and ownership for their work. *Remember, your goal is to delegate with wisdom and diplomacy.*