

## **APSEA So Chap. Mini-Trng Session November 2013**

### **TOPIC: “Don’t Try To Do It All Yourself, Delegate”**

Condensed & modified from Working World

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1. Proper delegation creates a Team-Spirit and helps you accomplish much more than if you try to work alone.
2. Select persons who can accept responsibility with enthusiasm. Surround yourself with the best and stay in constant contact.
3. Try to match the person to the task. Delegate assignments that will capitalize on the person’s talents. Plan, Organize, Set Goals and Parameters, then Delegate. Try to be flexible, there is more than one way to get the job done.
4. Recognize that the person performing the task may not do it as well as you can do it, so don’t be tempted to take over the project after assigning it. Give them time to practice and learn if time permits. If possible, assign an assistant to help the person doing the job. Invest in the future. Two people learn from the same project.
5. Build the person’s confidence by assigning low-risk projects at first. Compliment, when job is done and give credit where credit is due.
6. Allow the assigned person to be creative. Their way may be better. Listen to their ideas and don’t be intimidated but emphasize the due date and explain how this assignment relates to other priorities and consequences if task is not completed as scheduled.
7. When communicating a task, use words that are easily understood. If possible, on important assignments, also dictate written/typed instructions to avoid misunderstandings. Check for confirmation on what is to be done.

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8. Keep tabs on what you delegate. As the deadline approaches, check periodically. Determine how long task will take to complete. Get confirmation. Check periodically on task progress, ie 25% and at 50% of time spent/lapsed on task and compare to percent of task completed. Ask if help is needed to ensure task is completed on time.

9. FRIENDS AT WORK: People with friends at work are more likely to be highly engaged in their work, more satisfied with pay and benefits and more likely to say they plan to stay with the employer, according to a poll by the Gallup Organization.

10. High Energy Days: According to the “*Personal Report for the Administrative Professional*” published by the National Institute of Business Management;

48% of executives in a recent poll said their workers are most productive on Tuesday. Monday came in second ( 26 % ) in the Accountemps survey, followed by Wednesday ( 9% ) ; Thursday was 5% and not surprisingly, Friday was 1%. Perhaps because many meetings are held on Mondays.

“ *The greatest problem in communication is the illusion that it has been accomplished.*” – George Bernard Shaw