



AVOIDING DELEGATION

The Delegation Process

Objectives



01

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02

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03

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The Delegation Process

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Other Benefits of Delegation

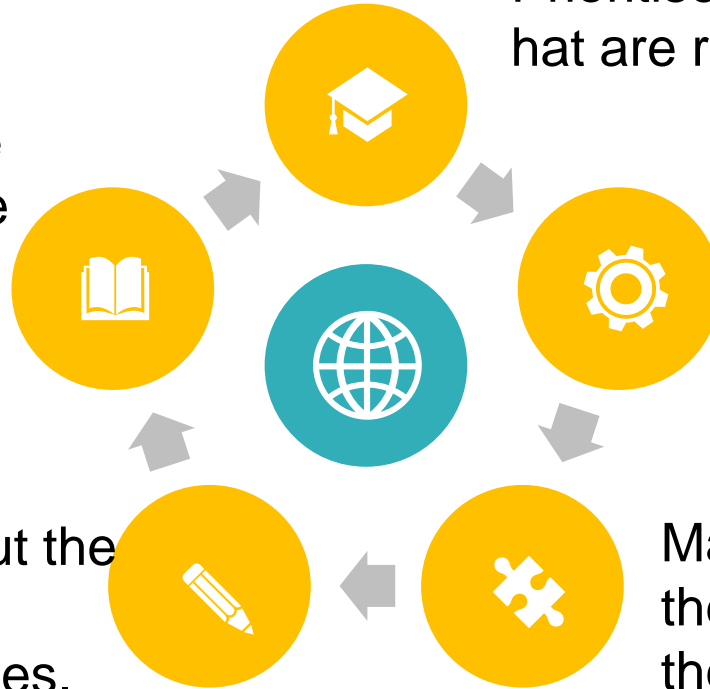




The Delegation Process

Monitoring: know how to identify the key moments to supervise the work and measure the results.

Prioritise: Delegate first activities that are repetitive and operational.



Know who to delegate to: Choose people who add value to the work.

Communicate: let everyone know about the delegated functions and activities.

Make the expectations of the job clear: Explain to the delegate what is expected.



Characteristics of the Delegation Process



01

Dynamic and gradual

02

Linked to the company's plan

03

It involves a commitment of employer - employee



04

Requires an employee training plan

05

Encourages the transfer of responsibility

06

Allows room for error to foster improvement



Elements of the Delegation Process



01

Task

02

Staff

03

Procedure



04

Expectations

05

Resources

06

Follow-up



Pre-requirements to Delegation



- Analyse the function or task to be carried out
- Link it to the company overall objectives
- Introduce the task and its relevance to the company



- Know the qualities, knowledge and skills of the candidates
- Explore their motivations
- Do try to match both of the above with the task delegated



Pre-requirements to Delegation

03

- Transmit the organisation's plans and strategies to the team
- Put in place a supportive plan for the execution
- Create feed back process to be activated during the execution

04

- Open channels of communication to gather new ideas
- See delegation as an opportunity to improve processes
- Establish the right dissemination procedures



Benefits of Delegation



**Enables
Company
Growth**



**Encourages
employee
growth**



**Promotes
specialisation**



**Attracts
motivated
staff**



**Increases
productivity**



Benefits of Delegation

01

- Better able to analyse the function or tasks
- Good link to the company overall objectives
- Introduction of tasks that are relevant to the company

02

- Good knowledge of the qualities and skills of the candidates
- Better able to explore their motivation



Benefits of Delegation

01

Increasing
motivation and
talent retention

02

Fostering cooperative
engagement

03

Freeing-up
resources



04

More efficient human
resources management

05

Reducing stress

06

Improving the working
environment



Principles of Delegation



Principle of result expected: means that goals, standards of performance and targets need to be clearly outlined to direct the actions of the subordinate to completion of the task.



Principle of parity of authority and responsibility: Each individual in an organisation requires the necessary authorities in order to effectively carry out assigned tasks.



Principles of Delegation



03

Principle of absoluteness of responsibility: Responsibility is absolute, with a manager remaining accountable for the actions of their subordinates.



04

Principle of unity of command: From unity of command, employees should only have one supervisor, who they report to, are granted authority by and receive orders from.



Principles of Delegation



05

The scalar principle: The scalar principle asserts that there are clear and formal lines of hierarchal authority within an organisation.



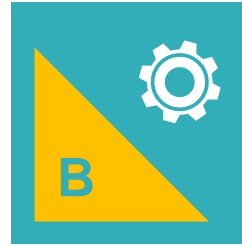
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Principle of exception: Employees should be given complete freedom to fulfil their responsibilities within the purview of their authority.

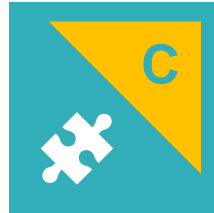


Micro-Management

It is the practice of management staff paying strict attention to small details of a job



Based on the personal preferences of the boss in many instances



It is associated with a dictatorial and overly controlling style

Often negatively affects employee's morale



Delegation and Slow Work

Encourages doing
everything at the right
speed



Enables reducing the
workload and to focus
on quality

Helps Increase
performance

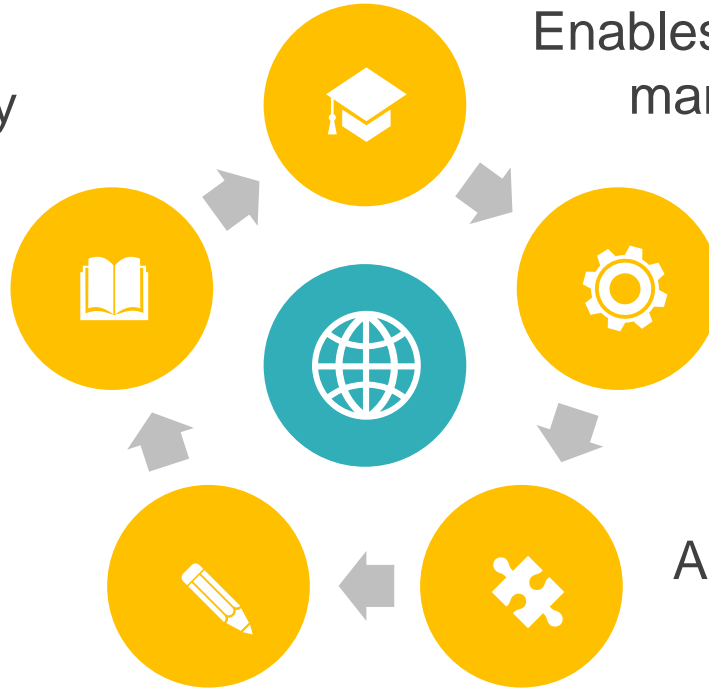
Allows prioritisation in the
management function



Delegation and Time Management

Encourages discovery
of the organisation's
repository of
capabilities

Helps maximise
performance



Enables efficient time
management

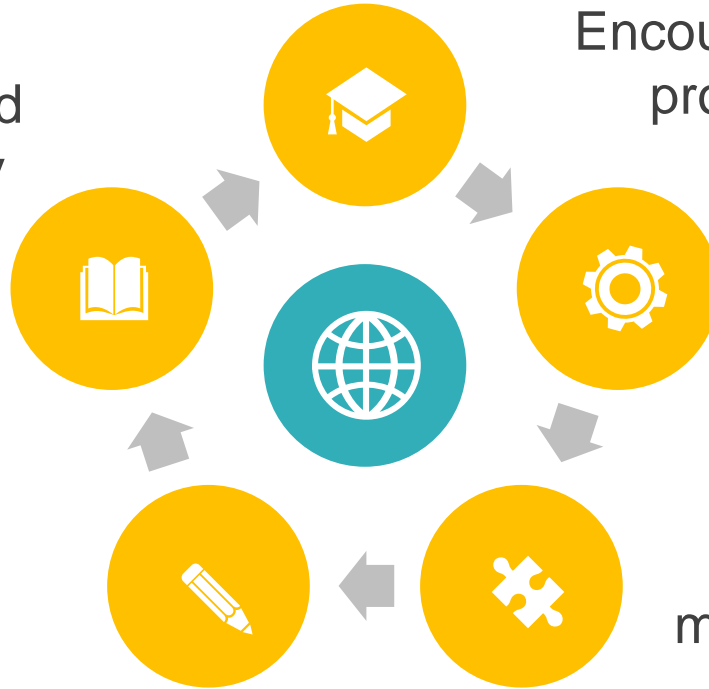
Allows to differentiate
between the important
and the urgent

Allows prioritisation in the
management function



Delegation and Efficiency

Increases process and
operational efficiency



Encourage labour
productivity

Promote quality and
single-tasking

Improve client
satisfaction

Improve and shorten
meetings and automation



Thank you

Avoiding Delegation Part 2