

THE 6-STEP DELEGATION CHECKLIST

		✓
1.	<p>WHAT – both of you need to know what the end result should look like <i>OUTLINE below what you want the person to do</i> <i>DESCRIBE below what outcome or result you want or expect</i></p>	
	<p>WHY – help your staff understand how this fits and why it's important <i>DESCRIBE below the purpose of the task/project and how what you're asking them to do fits in to the bigger picture</i></p>	
	<p>WHEN – there must be a clear deadline for milestones and completion <i>ESTABLISH below a clear date and/or time for when the task or project must be completed</i></p>	
	<p>WHO – there may be other people who need to be involved/informed <i>IDENTIFY below who needs to be informed or kept in the loop</i> <i>SUGGEST people below who may be a helpful resource</i></p>	
	<p>WHERE – sometimes a location for the task needs to be specified <i>EXPLAIN below where the completed project needs to be delivered to</i> <i>DESCRIBE the location in which the task is to take place</i></p>	
2.	<p>SET THE STANDARD – the expected standard must be communicated <i>Clearly DESCRIBE below (and/or demonstrate physically) the standard to which you expect the task/project to be performed. Where possible, make that standard measurable</i></p>	

<p>3. PERFORM MUTUAL UNDERSTANDING CHECK – so you are both clear <i>Ask the staff member to talk you through what they understand they need to do and to what standard they are to do it. Never ask, “Do you understand what to do?”</i> <i>WRITE down, in the space below, how you would ask this so that it reflects your style of speaking</i></p>	✓
<p>4. OUTLINE A REPORTING SCHEDULE – there must be a progress review <i>SCHEDULE below a date and time to catch up to discuss progress (it should be no more than a week between reviews)</i></p>	
<p>5. HOW – make a conscious choice about whether or not to use “how” <i>If the staff member is very new, you may need to tell them how to do the task. Otherwise, you must always default to <u>asking them</u> how they would approach the task.</i> <i>For example:</i> <i>How might you go about that?</i> <i>How would you tackle this?</i> <i>How do you think we could achieve that outcome?</i> <i>How would you approach this?</i></p> <p><i>LIST below some questions you would ask:</i></p>	
<p>6. COACH FOR GROWTH – help develop initiative and build confidence <i>Help your people think things through with the benefit of your guidance and wisdom. Do NOT tell them what to do. Instead ask them questions that make them think for themselves.</i> <i>For example:</i> <i>What might go wrong if we tackle it like this?</i> <i>What risks do you see?</i> <i>What if that doesn't work?</i> <i>What else could you try?</i> <i>What could we be missing here?</i></p> <p><i>LIST below some questions you could ask:</i></p>	