

What is delegation?

Delegation is the transfer of an activity while retaining accountability for the outcome. This includes 'transferring activity' to:

- Your employees
- Employees in other departments, business lines, etc.
- Peers
- Contractors
- Anyone else who doesn't work for you



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Let's start by defining delegation so we're all on the same page. *Read definition.* Now let's break it down.

- **Transfer of an activity** – moving a task or project from your plate to that of someone else. This is a one time, time bound activity that is not part of the delegatee's normal job
- **Retaining accountability** – you are still held responsible / accountable for the results of the task. In other words, in the eyes of your boss or client, you are responsible for making the task happen no matter who does it.

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This includes:

- **Your employees** – although we expect our employees to do their jobs and we shouldn't have to 'watch over' them, the delegation model still applies to employees
- **Employees in other departments and CSCs** – we often must ask employees who are not in our direct supervisory hierarchy to conduct work for us; we trust they will do so (just like our own employees) but the delegation model should still be used.
- **Peers** – when we ask someone at our own level to help us accomplish a task, this model provides the steps to ensure they are able to help us meet goals
- **Contractors** – contractors offer a unique challenge that they are outside the 'authority' hierarchy of the internal business; the delegation model will help you to ensure the best service and quality work
- **Anyone else who doesn't work for you** – if you ask someone else, no matter what they're position inside or outside the company, to help you accomplish a task, you will want to follow the delegation model shown in the workshop