

LESSON : 7
WEEK : 7
TOPIC : DELEGATION
AIM : TO COMPREHEND DELEGATION AND ITS PROCESS

LEARNING OUTCOMES

After completing this chapter, you should be able to understand :

1. What is the delegation process
2. The benefits of the delegation process

TOPIC OUTLINE

1. What is Delegation
2. The Delegation Process
3. The Benefits of Delegating

INTERROGRAMS

1. What should not be delegated?
2. Why delegate?
3. What are the benefits of delegation?

1) DELEGATION

The word delegation is often misunderstood and used in the wrong context. Delegation is when you deliberately choose to give a member of your team the authority to carry out a piece of work that is actually your task to do. That is your part of the job description and you are paid to do it.

A) RESPONSIBILITY

- The 'doing' part of the job. You are responsible to complete the job, as that we asked to be

B) AUTHORITY

- The 'decision-making' part of the job. If you have authority with responsibility, then you can decide how the job can and should be done.

C) ACCOUNTABILITY

- The 'who carries the can' part of the job. If you are accountable of the job, then you are to answer the right and wrong of the job.

Successful delegation is matching responsibility with authority. You have not delegated if you give someone responsibility to make decisions for a job without also giving him or her authority to make decisions as to how he should do the job.

1) THE DELEGATION PROCESS

In order to minimize the risks and maximize the benefits of delegations, there are a few steps that you should carry out to understand the delegation process.

BEFORE

- a) Analyse the task(s) that needs to be carried out
- b) Choose the number of tasks that can be delegated
- c) Assess the willingness of the individual to be delegated to.
- d) Assess his/her ability to perform the task.

DURING

- 1) Establish with the person to whom you are delegating the range and implications of the job.
- 2) Train him/her in all aspects.
- 3) Set the limits to his/her authority, so that they are aware of their boundaries in their performance in their duty to their task(s).
- 4) Show the person that you have faith and trust in him/her.
- 5) Agree with the timescales.
- 6) Advise anyone who may be affected that you have delegated the task.
- 7) Monitor/supervise and support while the person is carrying out the task.
- 8) Appraise regularly.
- 9) Praise when it is due.

AFTER

- 1) Evaluate the success of the delegation.
- 2) Identify any further training, if it is needed.
- 3) Give feedback.
- 4) Hand over the job permanently.

2) BENEFITS OF DELEGATING

- a) Delegation enables you to concentrate on those aspects of your job which require personal experience, skill and knowledge.
- b) Most of the manager's job should be focused on planning the future rather than organizing the present.
- c) Managers should also be concentrating on enabling others to do, not doing themselves.
- d) Delegation is good for motivation.
- e) Delegation is a way of training people.
- g) It is cheaper and more cost effective for an organization to have its managers delegating work to people on a lower salary.
- h) It is good for career development of your staffs.