

CyberBreak

September 15, 2006

You are invited to attend the next Staff Professional Development Workshop!



An Action Approach: Customer Service

October 13, 2006

10 AM – 12 PM OR 1 PM – 3 PM

To RSVP, email Marcie Canal at mcanal@swlaw.edu no later than 10/11/06.

Knowing How and When to Delegate!

Last week's Personal Development workshop was very informative. Mr. Keene provided great tips about time management, a necessary tool for completing projects in a timely manner. One of the golden rules for time management is to delegate wisely. Below is a checklist to help you decide how and when to delegate.



How to delegate:

- **Give clear instructions**

Be clear, concise, direct and kind when telling people what you want. Ask if there are any questions when you finish giving instructions so you can be certain the other person has understood what you have said and what is required.

- **Give the authority**

Trust the employee to make decisions about the job you have given them to complete. Give them the authority to complete the job using their work-style. Do not tell them what to do and then how and when to do it.

- **Give adequate resources**

Before you delegate a task, be sure to compile all the information needed to complete the task.

- **Build in accountability**

Provide a deadline for the task you have delegated so the employee knows you are awaiting on their work to complete the project.

When to delegate:

- **Someone else can do the job**

Why not delegate, if you need assistance and someone else can help?

- **Someone else has the time to get the job done quicker**

This is one of the main reasons to delegate.

- **Opportunity for employee development**

One way to help employees develop their skills is to continue to challenge them. Giving an employee a new task and letting them take off with it not only gives them an opportunity to grow but builds self-confidence as well.

"In true dialogue, both sides are willing to change."

**Thich Nhat Hanh*



Feedback: Have ideas, suggestions, comments or contributions for future editions of CyberBreak? Please email them to mcanal@swlaw.edu.