

## 10 Things to Delegate to Your Team

So many business entrepreneurs and managers are really busy because they're failing to delegate effectively to their team members. I've also found business owners and executives to be reluctant to delegate because they think this means letting go of control (yes, some of them are control freaks) over what happens.

Not so! By delegating effectively to your staff, you'll be able to let go of the burden of doing everything yourself and gain more control over how you spend your time to get the best results for your business.

What does effective delegation mean? It's giving your team the freedom to get a job done without breathing down their necks; providing them with the right level of support to get the job done well (including the resources, information and training they need); clearly communicating expected results to them and holding your team members accountable for producing those results.

**Note:** To delegate effectively, it's also important to know what *not to* delegate. Here's a simple question to ask yourself before you delegate anything: ***If I delegate this activity, duty, item, project or task to one of my team, will the time spent in providing them with the guidance and support they need to do it pay off later/over time in increased productivity, in how the business functions, or in a better use of my time?*** If yes, delegate it. If no, don't!

Here are 10 things related to the day-to-day operations of your business that I recommend you start delegating to your team (in-house or virtual) as soon as possible:

### 1. Technical duties:

Even if you're the best IT technician in the world, if you're a business owner and there is someone else in your business that has the technical skill set to do the task, then delegate it.

### 2. Responding to enquiries or frequently asked questions

Teach your PA or receptionist how to screen incoming calls so that you're only dealing with those that specifically need your input. Also, ensure you don't take calls at random as they come in. Prioritise their importance and, as often as possible, return calls in batches at scheduled times each day.

### 3. Handling of administrative tasks, correspondence or preparing reports:

Ensure that you have adequate systems and team support in your business so that you're not personally spending time on administrative matters, writing correspondence or producing reports that someone else could be doing for you.

### 4. Research:

Your team members can be a great resource to help you gather and collate research, for example, quotes for work to be outsourced, new software, new products, as long as you brief them clearly about what it is you want them to do.

### 5. Training:

Whether it be training your team on a new software package or training a newly hired team member, consider who on your team can be the trainer. Assign creation of a staff induction kit to your team as well, if you don't already have one in place, including a copy of your operations manual. You do have one of those already, right? If not, there's another task you can delegate!

### 6. Website maintenance:

Again, with staff correctly briefed and guided by you, there is no reason a business owner should be spending time here. If you don't have the expertise in-house for this, (or even if you can do this) outsource it and stay focused on what you do best.

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## **7. Accounting or bookkeeping duties:**

Even if you're a CA qualified accountant, like me, don't tie up your valuable time on sending out invoices, paying accounts, wages or updating your financial records. Assign this to a bookkeeper or PA to do for you. Outsource your payroll to an agency. Just because you can do something, doesn't mean you should. Preparing your cashflow budget, for example, can be outsourced to your accountant to do in consultation with you. You do use a budget to help you manage your business, right?

## **8. Anything you're not good at, don't have time to do or that's routine:**

Are there things that you'd love to get off your plate? Filing maybe, or how about managing your team's daily or weekly work schedules, or maintaining a blog? Again, create systems wherever possible to make these tasks simple, so you don't need to be involved in ensuring routine assignments/tasks are handled by the right people.

## **9. Customer problems:**

Your team should be trained to handle any routine problem that can come up so you're only required to step in, when a non-routine issue comes up, if at all.

## **10. Making decisions connected with day-to-day duties:**

Empower your team members with the authority they need to make decisions that are related to their day-to-day duties so they don't need to constantly consult or rely on you for advice or approval.

**What will you gain in return for your investment in delegating?** Increased productivity, staff development and increased engagement, more assistance and coverage, new creativity and solutions, and better use of your time so you can be the great leader your team needs you to be.

If you'd like some assistance in developing your delegation muscles and in successfully building a coaching culture in your business or organisation, please call me on (08) 8338 3134 or 0411 471 941 or email me at [tania@blueskycoaching.com.au](mailto:tania@blueskycoaching.com.au). I'd love to help you do that!

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