

4-11-2016

Delegation and Empowerment

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Recommended Citation

Heaton, Timothy L., "Delegation and Empowerment" (2016). *Education Faculty Presentations*. 278.
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Delegation & Empowerment

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Session Learning Objectives: Delegation & Empowerment

- Analyze the difference between delegation and empowerment.
- Identify the key principles of delegation.
- Identify the essential elements of empowerment.

Definitions

Delegation:

A division of labor~

- Assignment of specific duties or responsibilities to an individual

Empowerment:

Instilling a sense of power~

- Granting decision-making authority, and/or
- Creating opportunities to influence decisions
- Providing ability to make choices

DELEGATION & EMPOWERMENT

Delegation requires:

- Defined expectations
- Communication
- Coaching
- Monitoring
- Feedback
- Trust

Empowerment requires:

- Shared values
- Shared power
- Defined boundaries
- Communication
- Feedback
- Recognition
- Trust

DELEGATION

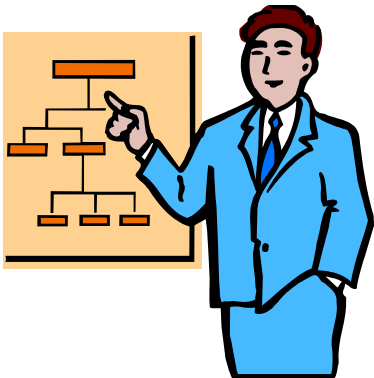
- PRINCIPLES OF DELEGATION
 - Assign duties to the right people
 - Grant authority to do the job
 - Minimize yo-yo delegation
 - Make due date specific
 - Don't delegate the critical thing you do

DELEGATION

Know Your People

Stages of job development:

- Unconscious Incompetent
- Conscious Incompetent
- Conscious Competent
- Unconscious Competent



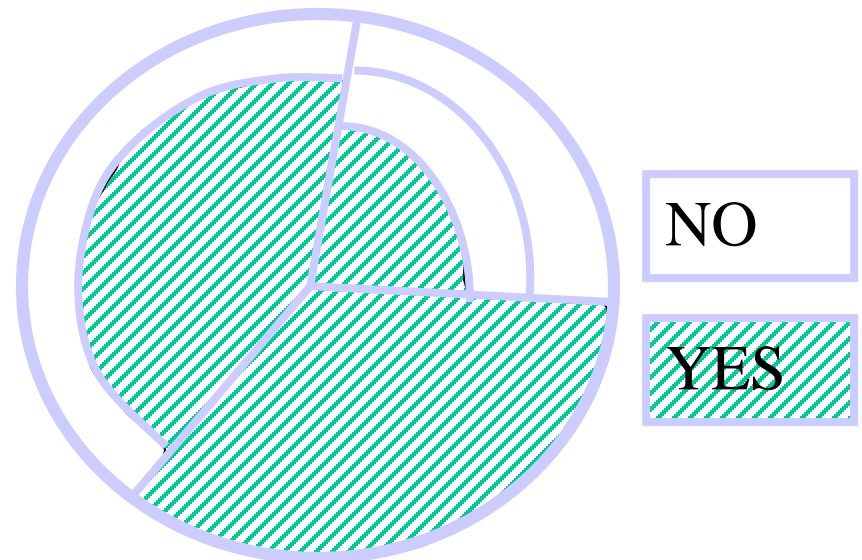
DELEGATING

1. TELL THEM WHAT TO DO
2. SHOW THEM WHAT TO DO
3. LET THEM TRY - OBSERVE
4. PRAISE PROGRESS
5. REPEAT UNTIL COMPETENT
6. TRANSFER THE RESPONSIBILITY
7. MONITOR PERIODICALLY

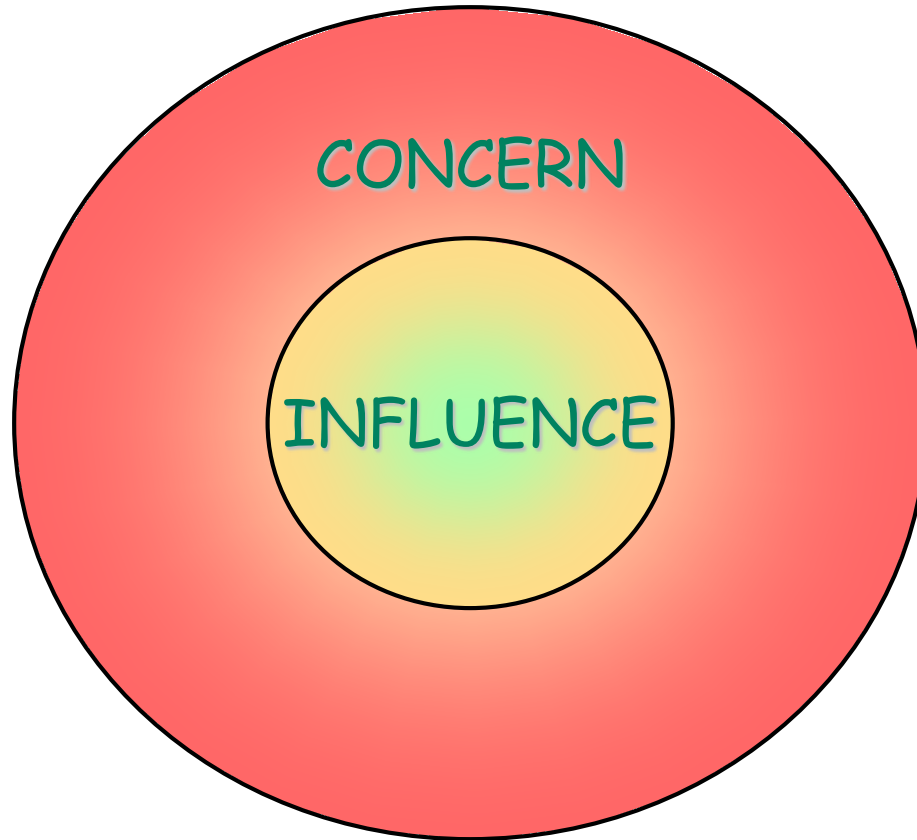
EMPOWERMENT

PRINCIPLES OF EMPOWERMENT

- Shared Values
 - Brainstorm typical situations
 - Identify your “common sense” solutions
 - Define “common sense” as values
- The Carver Circle



EMPOWERMENT EXPANDS THE CIRCLE OF INFLUENCE



DELEGATION & EMPOWERMENT

CLASS EXERCISE

- Best & worst delegation done to you
- Take turns sharing in groups of 4
- Report out