Quick Guide: How To Monitor Delegation

The last step in the process of delegation is monitoring. Employees who have earned high levels of trust simply don't need the kind of day to day attention that less experienced employees do. In fact, experienced employees may resent a manager's attempts to closely monitor the way in which they carry out their duties. So here are the t**op ten tips** for monitoring delegation:

1. **Set up meeting points** to monitor the progress of a delegates task or project. These deadlines help staff work towards them.

2. **Tailor your approach** to the employee. If they work independently and are able to perform their new task with minimal supervision on your part, establish a system of monitoring with only a few, critical checkpoints along the way.

3. **If your employee needs more of your attention**, create a system that incorporates several measurable milestones along the way to achieving the goal and completion of the newly delegated task.

4. **Ask the person assigned the task to give you updates** and reports on a given date and time. Hold that person accountable for these updates and if needed, call their attention to them and ask for reports.

5. **Choose whether they or you should make decisions** on the delegated task, or if you need to coach them a little more before making that choice. Agree this with them.

6. **If you are to make the decisions**, make sure they have all the information to assess outcomes and options for you to decide. This helps them (and you) move to the next stage.

7. **If they are to make the decisions** on a delegated task, they begin to control the action. Build in how you will assess the quality of their activity, after the event, according to overall results.

8. **Diligently use a written or computer-based system** for tracking the tasks that you assign to your employees. Which system you use for this doesn't matter so much as the fact that you must use the system regularly, for example once a day, once or twice a week, etc.

9. **Make time for your team member** when they come to ask you for help, and ensure they know that you want them to come to you when there is a problem.

10. **Keep the lines of communication open.** This is critical when monitoring tasks, as it is the foundation on which you and your team member build trust.

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