

Law Matters Newsletter

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Delegating is Hard



Yes, delegation is one of the hardest things to do, but if you do not delegate you become overwhelmed to the detriment of your health, your family but above all your clients.

What is more, things will at some stage go wrong, and you will have to step in to bring matters back on track. So it is not a one off event but a process which involves some

movement back and forth.

- Processes make delegating easier, and make good practice replicable. Document each process to make them clear and easy to follow. This also makes life easier for new employees.
- Your employees are human, and will be prone to error (the same applies to you). Look out for mistakes, and teach your staff to do better. Encourage people to come to you to disclose errors, this can nip problems in the bud.
- Measure what is important to you on a weekly and monthly basis. Trust but verify.
- Look at client satisfaction, quality, timeliness, efficiency and costs.
- Your employees are a vital element in making delegation work. Involve them in writing processes. They probably understand them better than you, but more importantly they share ownership instead of facing a top down dictat.
- Similarly, engage employees in measuring performance indicators.
- Start delegating non-critical tasks.
- The last on the list of tasks to delegate is writing cheques and using the company credit and debit cards. Keep control until you absolutely have to delegate, and then

set appropriate authority limits and checks and balances. Discuss these with your accountant.

- Delegation is an opportunity to teach and train, improving the abilities of your staff.

Leader's Dashboard Virtual VIP Day Offer



We run a Virtual VIP Day on the Leader's Dashboard. Essentially this is a one to one intensive course in bringing together the various elements of the dashboard so that it has an immediate impact. The alternative to do go through the same process over a period of a few weeks.

We are offering a number of VIP Days for only £750, provided that they are booked and paid for in August, and taken up by the end of September 2016. These need not be about the dashboard, but could also cover say marketing or strategy, or be a business or career review. It is also possible to take the day in two halves.

If you would prefer a face to face day, we can arrange that, again with a discount.

Please bear in mind that this offer is subject to availability.

To discuss a VIP Day further, call 0121 698 2318 today.

Lawyer Joke

An architect, an artist and a lawyer were discussing whether it was better to spend time with the wife or a mistress.

The architect said he enjoyed spending time with his wife building a firm foundation for their relationship.

The artist said he enjoyed time with his mistress because of the passion and the mystery he found there.

The lawyer said "I like both".

"Both?" said the other two.

"Yes" said the lawyer. "If you have a wife and a mistress they will each assume you are with the other and you can go to the office and get some work done".

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