START HERE

Hand over with clarity

Delegation works best when the result, support and limits are understood.

Your mission

Hand over one suitable task with a clear result, an agreed deadline, decision boundaries and a planned check-in.

01 / Understand it

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01 / UNDERSTAND IT

Maya cannot do it all

Fictional example: a gift shop where every small decision returns to the owner.



“Just leave it with me.”

Maya wraps every order because she worries about mistakes. Sam waits for instructions, even when the shop is busy.

Maya decides to teach one repeatable task and agree how Sam can own it.

Delegation includes the support

Give someone responsibility for a result and the authority, information and resources to deliver it. As the owner, you still oversee the outcome. Handing over work is not disappearing.

☺ MAYA’S FIRST RULE

“I will explain the result and the boundaries, then give Sam room to do the work.”

02 / CHOOSE THE TASK

Start small and sensible

Pick work that matters and can be checked without a costly surprise.

A useful first task

Choose a repeatable, teachable task with a visible result: packing standard orders, preparing a draft or organising approved files. Start with a small batch and a clear example.

Pause before handing it over

Keep decisions needing your authority until the right approval and safeguards are in place. Do not delegate a vague problem, an impossible deadline or confidential access without a reason.

Make room for the work

Ask what the person already has on their plate. Agree what moves, what support they need and whether the deadline is realistic. Do not simply add work to your most reliable person.

Your first test

Can you describe “done”, show a good example and catch an error early? If not, clarify the task before assigning it.