Two Questions to Delegate Effectively

Question 1: “To make sure we’re both on the same page, what I have asked you to do by when and why is that important to our strategy?”

Question 2: “In the event you are unable to do what I have asked you to do, how do you want me to respond to you if my main concern is making sure it gets done? For example, do you want me to raise my voice to you, tell you it’s okay and to just get it done by the end of the day or what exactly?”

When you ask the first question and have your subordinate tell you what they have heard, it deepens their commitment to follow through. When you ask about the importance of their doing so, it causes them to feel more like an integral part of a team. That further deepens their commitment.

When you ask the second question, it increases their accountability and reinforces their doing what they have promised. When you have them tell you how to intervene if they don’t do what they say they’ll do, it tells you and them what you’ll do in the event that they don’t follow through. That gives you a plan for holding them accountable and eliminates your not knowing what to do and becoming frustrated.

You may also want to reinforce the positive by asking the person how they would like to be rewarded/acknowledged as a way of showing your appreciation for their following through.