Guest,

Welcome to:

Are You Getting What You Expect From Your Staff?

Presented by
Lighthouse Consulting Services, LLC

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Featured Guest:
Larry Cassidy
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Host:
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WHY DO WE HIRE OTHERS?

- Quantity: We cannot get it all done anymore
- Quality: Others can do certain functions better than we can
- Capabilities: Others have unique skills/knowledge our firm needs
SO HOW DO WE ASK THEM TO DO THINGS? DO WE...

- Invest time to share both “why” and what is at stake?
- Establish clear expectations?
- Clarify the outcome we expect?

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OR DO WE...

• Just tell everyone else what to do?

• Or do we Involve the “doers” in the “how?”

Henry Ford said: *No man is as apathetic as one in pursuit of another man's goal*
ELEMENTS OF EFFECTIVE DELEGATION

- Clarify: what needs doing, importance, outcome expected
- Involve: solicit ideas, create 'ownership,' think 'team'
- Develop: shared 'picture' of the doing (if you can't 'see' it, you can't do it)
- Specify: define key steps, 'milestones,' what the doer will actually do!

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FOLLOW UP

• At each project milestone (do not wait to be surprised at the end!)

• Review progress vs. agreements

• Correct using same tools

• Two goals: (1) Getting it done and (2) creating an effective 'doing process'

• Plus: Much faster long-run, much easier on you!
Thank you for attending
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Customer Relationship Management

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