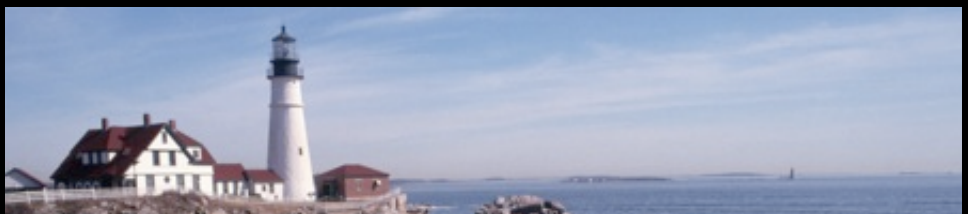




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**Guest,**

**Welcome to:**

## **Are You Getting What You Expect From Your Staff?**

Presented by  
Lighthouse Consulting Services, LLC



To print program slides, click here: 



**Featured Guest:**

Larry Cassidy  
Chair, Vistage International

Phone: 714-460-3090  
Email: [LMCassidy@ca.rr.com](mailto:LMCassidy@ca.rr.com)  
Website: [www.vistage.com](http://www.vistage.com)

**Host:**

Dana Borowka, MA  
CEO, Lighthouse Consulting Services, LLC  
**Author of *Cracking The Personality Code***

Phone: (310) 453-6556, ext. 403  
Email: [dana@lighthouseconsulting.com](mailto:dana@lighthouseconsulting.com)  
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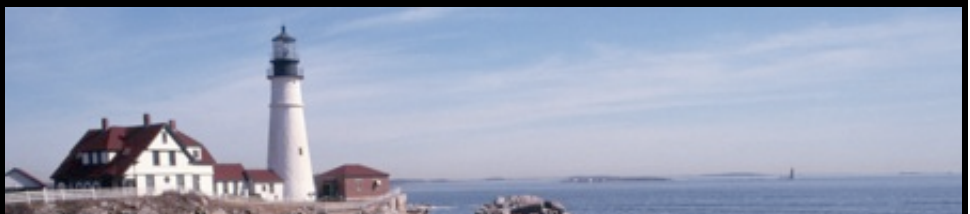
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Santa Monica, CA 90403  
T 310.453.6556  
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## WHY DO WE HIRE OTHERS?

- 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



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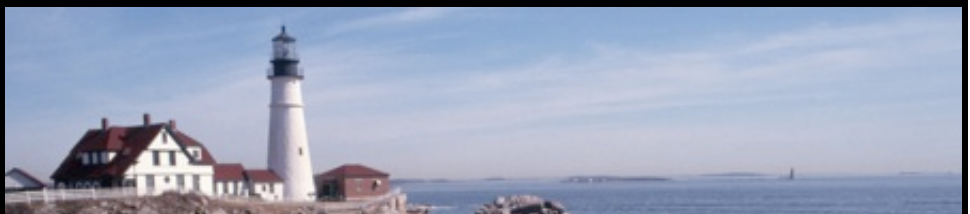
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## SO HOW DO WE ASK THEM TO DO THINGS? DO WE...

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



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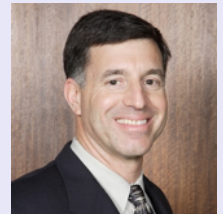
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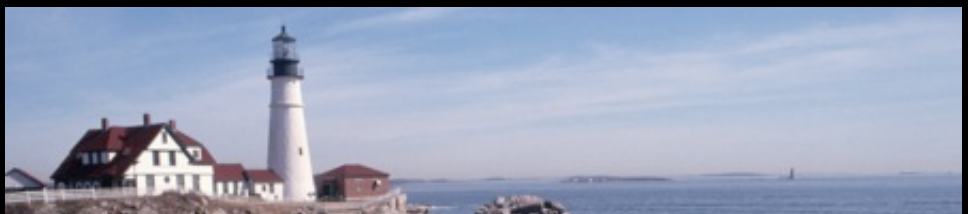
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## OR DO WE...

- 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*



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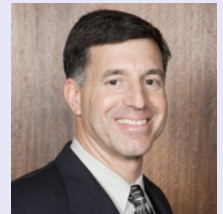
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## ELEMENTS OF EFFECTIVE DELEGATION

- 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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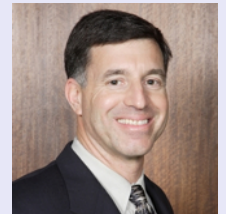
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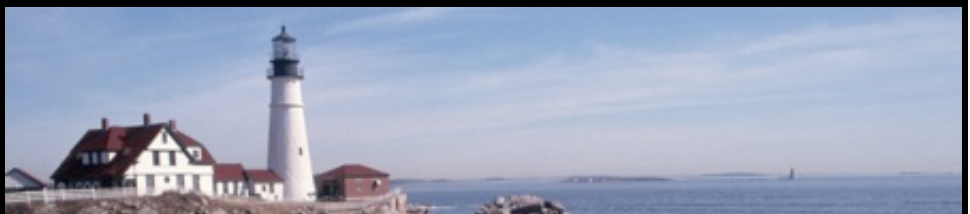
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## FOLLOW UP

- 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!

5



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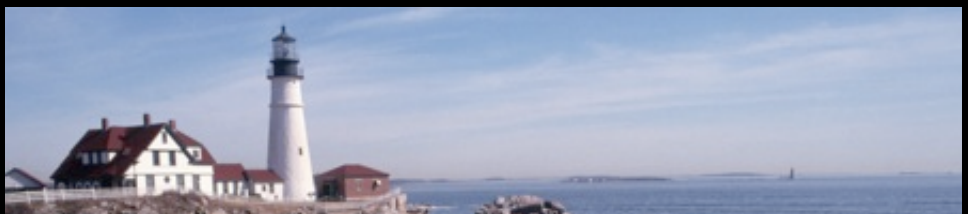
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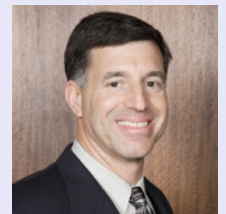
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