



SMART Delegation

SMART Delegation will set you and your team up for success, increasing the prospect that your team will produce the right result the first time and minimise the amount of time you spend on supervision and/or rework.

SMART Delegation has 5 steps:

SMART Delegation	Action	Note
S SELECT	Select the best person to undertake the activity	
M MOTIVATE	Explain why the activity is important	<i>This step is often missed when delegating. It is critical to the success of the activity that you explain to your team member why the activity needs to be done, otherwise they are working on the task without context.</i>
A ACTIVITY	Explain the details of the activity	
R RESULT	Explain what a good result will look like	<i>This is another critical step often missed when delegating. By explaining what a great result will look like, you are framing the activity for your staff member and setting them up for success.</i>
T TIMEFRAME	Set a realistic, yet hard deadline. Schedule the deadline in your Calendar and put the activity out of your mind until delivery date.	

Example - Delegate preparation for X Event:

SMART Verbal Delegation:

Emma [**Select**], we have an important opportunity to showcase [Business] and network with key stakeholders at the X Event [**Motivate**]. Can you please prepare an Event Plan and invitation list [**Activity**]. A good result will include all the details and deadlines for key steps such as organising caterers; invitations; press; event day program; post event follow up; and identifying key staff for each activity [**Result**]. I would like to see the first draft of the Event Plan on Friday week [**Timeframe**].



SMART Written Delegation [with each paragraph representing one step of the SMART Delegation framework]:

Select	<i>Hi Emma</i>
Motivate	<i>We have an important opportunity to showcase [Business] and network with key stakeholders at the X Event.</i>
Activity	<i>I would like you to prepare a full Event Plan.</i>
Result	<i>A good result will include all the details and deadlines for key steps such as organising caterers; invitations; press; event day program; post event follow up; and identifying key staff for each activity.</i>
Framework	<i>I would like to see the first draft of the Event Plan on Friday.</i>