



**WORKING MORE  
EFFICIENTLY  
THROUGH PROPER  
DELEGATION  
&  
GOAL SETTING**

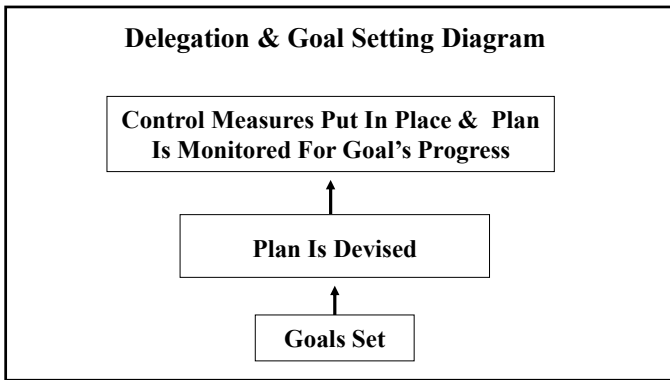
*Scott Warrick, JD, MLHR, CEQC, SHRM-SCP*  
[www.scottwarrick.com](http://www.scottwarrick.com)

1



**REVIEW:  
Delegation  
&  
Goal Setting  
Process**

2



3

**Delegation & Goal Setting Process**

1. Formulate SMART Goals

4

**Delegation & Goal Setting Process**

1. Formulate SMART Goals

- S – pecific
- M – easurable
- A - ction oriented
- R – ealistic
- T - imely

5

**Delegation & Goal Setting Process**

1. Formulate SMART Goals

S – pecific	
M – easurable	Cliff ("All or Nothing")
A - ction oriented	vs.
R – ealistic	Graduated ("Sliding Scale")
T - imely	Goals

6

**Delegation & Goal Setting Process**

1. Formulate SMART Goals
2. Determine The Activities Are Needed to Attain Goals

7

**Delegation & Goal Setting Process**

2. Determine The Activities Are Needed to Attain Goals
  - Training the employee in how to use the phone system, how to diffuse rather than escalate conflicts, how to use “encouragers” and how to use listening skills, to mentions a few,
  - Finding the proper person to train the employee,
  - Letting the employee watch how it is done correctly and,
  - Letting the employee practice their new skills.

8

**Delegation & Goal Setting Process**

1. Formulate SMART Goals
2. Determine The Activities Are Needed to Attain Goals
3. Identify Resources Needed & Obstacles

9

**Delegation & Goal Setting Process**

3. Identify Resources Needed & Obstacles
  - Cell Phone?
  - Mileage?
  - Budget?
  - Equipment, like a car?  
Desk? Computer?
  - A trainer?
  - A seminar?
  - **TIME**

10

**Delegation & Goal Setting Process**

1. Formulate SMART Goals
2. Determine The Activities Are Needed to Attain Goals
3. Identify Resources Needed & Obstacles
4. Determine How Goals Will Be Monitored & Controlled

11

**Delegation & Goal Setting Process**

4. Determine How Goals Will Be Monitored & Controlled

**REMEMBER:**

**DELEGATION IS NOT ABDICATION!**

**Managers must know at all times  
what is happening with the goals that were set.**

12

## Delegation & Goal Setting Process

### 4. Determine How Goals Will Be Monitored & Controlled

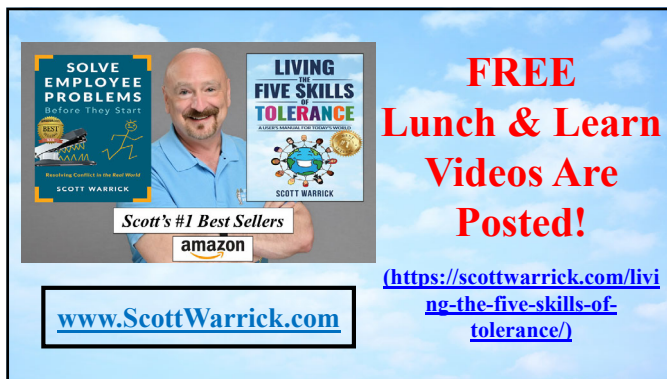
1. Strategic Control Point Systems
2. Warning Control Systems
3. Continuous Control Systems

13

## Delegation & Goal Setting Process

1. Formulate SMART Goals
2. Determine The Activities Are Needed to Attain Goals
3. Identify Resources Needed & Obstacles
4. Determine How Goals Will Be Monitored & Controlled

14



**FREE Lunch & Learn Videos Are Posted!**

Scott's #1 Best Sellers  
amazon

[\(https://scottwarrick.com/living-the-five-skills-of-tolerance/\)](https://scottwarrick.com/living-the-five-skills-of-tolerance/)

[www.ScottWarrick.com](http://www.ScottWarrick.com)

The advertisement features a man in a blue shirt holding two books: 'SOLVE EMPLOYEE PROBLEMS Before They Start' and 'LIVING THE FIVE SKILLS OF TOLERANCE'. The background is a blue sky with clouds.

15

HRCI Program ID: 585177

*WORKING MORE EFFICIENTLY  
THROUGH PROPER DELEGATION  
&  
GOAL SETTING*

Start Date: 4/6/2022  
End Date: 12/31/2022

1.5 Recertification Credit Hours: General



16

## SHRM Activity 22-JXA6T

*WORKING MORE EFFICIENTLY  
THROUGH PROPER DELEGATION  
&  
GOAL SETTING*

Start Date: 4/6/2022  
End Date: 12/31/2022

1.5 Recertification Credit Hours



## Disclaimer

This information is provided for educational purposes only. It is intended to be generic in nature and should not be applied nor relied upon in any particular situation without the advice of your attorney.

For more information and further assistance, please contact ...  
Scott Warrick's Human Resource Consulting & Employment Law Services  
([www.scottwarrick.com](http://www.scottwarrick.com))

&  
Scott Warrick's Employment Law Services.  
[scott@scottwarrick.com](mailto:scott@scottwarrick.com)

© 2022 G. Scott Warrick



17

18