



University Hospitals Sussex
NHS Foundation Trust

Effective Delegation

Managers guidance

Delegation –Conversation Structure

Step	Content
Welcome	Builds rapport and puts individual at ease Asks about something important to the individual Listens and engages with the answers
Purpose of the meeting	Explains there is a specific task or responsibility you would like to discuss with them
Propose What and Why	Outline the task or responsibility Describe why its important and the impact it will have when its done well. Describe why you have selected them Describe the benefits to them in developmental terms
Check for willingness so far Handle objections Agree support	Ask if they are willing to take this on, subject to some agreed details If they are unwilling, probe to identify the reasons Resolve and agree in principle without overpromising support or reward
Define the task The when and the How	Specifically what needs to be done How will we know when it has been completed successfully When does it need to be completed by? Are there any specific milestone dates along the way? What specific behavioural objectives do you wish to se delivered as part of this task
What support do they require?	Check if they anticipate any barriers to their success Identify what support they will need from you and the team to address any barriers
Contract with them	Agree the delivery of the task Agree the delivery of the support Agree the frequency you will review progress with them and arrange the next meeting
Reassure	Express and demonstrate faith in them to succeed Reassure them of your support at all times throughout the task