



# Passion for Life Coaching, LLC

Lead, Learn, Laugh...Live

Newsletter by Suzette Langley, MSW, CPC, Executive Coach & Trainer

## Empower Others - Delegate

April/May 2010

"I feel so overwhelmed. I wanted this promotion and I am so excited about my new position. Intellectually, I need to delegate tasks to my staff but I do not know what or how much. It seems awkward to give assignments to my former peers. Do they think I'm not a team player or that I'm dumping work on them? How do I know they will do it "right?" And it's such a time drain to teach them what I know."

All common concerns voiced from emerging leaders - those newly promoted to managerial positions. Emerging leaders are often promoted because they were good at what they were doing. This brings the temptation to continue trying to do their previous job, rather than acting as a manager and shifting the focus to developing their new subordinates. Delegation becomes a struggle. They run into issues with giving up control, trusting others to perform, guilt about their success and leaving others behind, and the perception of "slacking off" by pushing work onto the team.

Becoming a manager requires a perspective shift from tactical to strategic. Instead of being in the forest, a manager needs to assess the landscape from 30,000 feet. Delegation becomes the powerful management tool that allows for the manager to stay focused on getting results that move the mission and vision of the company forward. In seeing the big picture, managers improve business processes through leveraging their team's strengths, improving efficiency, communicating clearly, and building trust.

To successfully delegate, follow these suggestions:

1. **Begin with the end in mind and be clear about what you expect.** Managers keep the team focused on the main objective to eliminate confusion.
2. **Know your staff and play to their strengths.** When possible, leverage experience, knowledge and skills of the individual as they apply to the task.
3. **Realize that "Your Way" is not always the "Only Way."** New managers fear that the task will not be done "right." The problem is that "your right" often means identical to you and excludes other ways to achieve the same result. (On that note, avoid "Yes, but..." as an answer to suggestion and creative ideas.)
4. **Assign tasks that provide an opportunity to grow and develop another person's skills.** What you delegate can be a learning opportunity that develops skills and enables others to achieve more challenging goals.
5. **Provide clear, consistent, timely, and specific feedback.** Build motivation and commitment by celebrating success. Connect even the smallest tasks to the big picture of the company's success - financial growth, future opportunities, and other desirable outcomes.

As our coaching relationship grew to a close, I asked one of my emerging leaders what her biggest take-aways were from our time together. She reflected on her own growth and the growth she saw in her team. She leaned back and summed it up nicely, "Delegating is a good way to empower people - it isn't about unloading my work onto someone else."

*"Never do for others what they can do for themselves." ~Iron Rule*

*"Remember that there is no such thing as a single-handed success: When you include and acknowledge all those in your corner, you propel yourself, your teammates and your supporters to greater heights." - Author Unknown*

**Recent Training Clients** - Leadership Anne Arundel 2.0 Program

**I am pleased to announce my affiliation as a trainer for ComPsych.** ComPsych Corporation is the world's largest provider of employee assistance programs and the leading provider of fully integrated EAP, behavioral health, work-life, wellness and HR and FMLA administration services under the GuidanceResources® brand. Serving more than 13,000 organizations covering more than 33 million individuals in the U.S. and 100+ countries. <http://www.compsych.com/>

## **Upcoming Speaking Engagements-**

@ MD Works - <http://www.mdworks.com/workforcenetwork/networkeventscalendar.html>

### **Coaching Your Staff to Excellence**

**Tuesday, May 25, 2010 9:00 a.m. – 12 noon**

Coaching Your Staff to Excellence is designed to shift leadership practices from the old "command & control" model to a more inclusive and participative style. This interactive training program delivers powerful tools for leaders at all levels. It helps leaders learn how to build coaching relationships to develop the skills of others and uncover strengths and talents they never knew existed within their team. During this session, participants will experience a blend of instruction, role play, demonstration and feedback to practice the phases of a coaching session, master the language of coaching, and develop their coaching style.

### **Leadership: Inspire, Influence and Achieve Results**

**Tuesday, June 22, 2010 9:00am – 12 noon**

Being an effective leader requires not only excellent technical skills, but also interpersonal and management skills. This training will prepare you to engage employee's in the company vision and make that vision a reality through planning, inspiration, communication, coaching, and being a role model. These qualities stimulate trust in leadership and motivate employees to increased productivity and improved performance. During this highly interactive training program, participants will experience a blend of instruction, role play, discussion and feedback to practice and apply the six qualities of leadership that will inspire and influence superior results in their organization.

### **Motivational Interviewing: Strengthening the Commitment to Change**

**Tuesday, August 10, 2010 9:00am – 12 noon**

Helping professionals are continually struggling with effective motivation strategies to help clients bring about positive behavioral change. Motivational Interviewing techniques have been proven to be an effective intervention that reframes denial as ambivalence, redefines confrontation and emphasizes the use of motivational strategies designed to resolve ambivalence impasses. Through a combination of lecture, group participation and role play, participants will gain useful techniques for overcoming ambivalence to change within their clients

- Understand why motivational interviewing is effective with particularly hard to engage or resistant clients
- Understand the four principles of motivational interviewing
- Identify the five stages of change and how to apply effective motivational interviewing techniques at each stage
- Understand the barriers to motivational interviewing and how to overcome these barriers effectively

@ Meadow Hill Wellness - <http://www.meadowhillwellness.com/upcomingevents/wellnesslectures.html>

I continue to be passionate about helping others create a healthy lifestyle. In that effort, I am pleased to announce that I will partner with Lisa Consiglio Ryan, M.A.T., Certified Health Coach to present:

### **Cravings: Get a Grip!"**

"Ugh, that chocolate cake keeps calling my name!" "I can't walk past the freezer without dipping into the ice cream." Manage your food cravings by identifying the causes of cravings, learning what to eat to manage cravings, re-wiring your brain and re-engineering your environment. This class provides practical information delivered in fun, interactive exercises guaranteed to create "ah-ha moments" of insight and provide you with at least one new tool to make your cravings manageable.

#### **2 Nights! Choose one of the following:**

Monday, May 10, 7:00pm-9:00pm at Meadow Hill Wellness

Wednesday, May 12, 7:00pm-9:00pm at Whole Foods Annapolis (200 Harker Place, Ste 100)

**Cost:** \$15 per person

**Registration:** Space is limited! Please call (410) 263-0411 to register

Please forward this newsletter to others you believe would enjoy it. I welcome new subscribers! To subscribe/unsubscribe, please send an email to [Suzette@SuzetteLangley.com](mailto:Suzette@SuzetteLangley.com). I also welcome feedback and ideas for future topics. For more information, visit [www.SuzetteLangley.com](http://www.SuzetteLangley.com) or call 410-757-7326. Copyright © 2010, Suzette Langley