



5 STEPS TO MASTERING THE ART OF DELEGATION

It's hard to find good help these days, right?

The challenge of finding competent, reliable staff to help carry the load in your growing business is unbelievably tough. In fact, 23% of business owners say that finding the right person is their "single most important business problem". Does that sound familiar?

Developing strategies that get your team working independently can be difficult. Sometimes it's easier to just do it yourself, isn't it? ... So you keep fixing mistakes, putting out fires, burning the candle at both ends. Instead of leading your team to grow your business, do you sometimes feel that the best you can do is continue to push through and make sure all the balls stay in the air?

The debilitating effects of professional burnout are experienced by more than three quarters of business owners. This is hardly surprising with an overwhelming 86% working on weekends and 53% working through major holidays. Many owners struggle to clear the work off their desk.



"Kerry Anne has not only taught me how to systematise my business to create more structure AND freedom, she has also changed how I THINK about everything I create and how I put that out into the world. I now have team members doing things for me that I never imagined possible in a way that I LOVE, from selling my programs to writing my content. I'm so much more free and it's only the beginning!"

Tori Crewes, Your Soul Empire



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"I am convinced that nothing we do is more important than hiring and developing people. At the end of the day, you bet on people, not on strategies."

Lawrence Bossidy, General Electric



"My team and I have immensely benefited from Kerry Anne's strategic insights, professionalism and out of the box thinking. As we now scale up, I can enjoy more freedom and our corporate bottom line is all the better for it!"

Bunmi Ajayi, Megalines Insurance and Risk Advisers

I wonder if you, like many business owners, want to master the art of delegation to free up your time and accelerate your business growth? Studies show that over half of all business owners believe that successfully delegating even 10% of the work they do themselves would lead to a 20% increase in business.

Following these five little steps could create big changes, not only in your business, but in your life overall.

By systematically working through these steps, you will develop the professional resources you need to become a delegation master. But even better than that, you will enjoy the benefits developing personally as a business leader. You will no longer get bogged down in the tedious work which stops most others from breaking through to unlimited business growth. You will become the one setting the pace, leading from the front and activating the vision.



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1. DEVELOP A LEADER'S MINDSET

Being a strong leader requires first that you let go. It's not about surrendering your business passion, but releasing control of all the details that rob you of progress. You don't need to have your thumb in every pie. When you do, this limits your business potential.

Move forward to trust that the people you've employed can do a great job without you jumping in to redo tasks or fix mistakes. Embrace the truth that your staff do not need or want to be micromanaged. Believe they can make your business more successful than you can on your own.

This will empower you to shift from being an operator, where you're the bottleneck of your business, through to being the person who is more like the traffic controller. Look forward to directing projects and facilitating workflow. Expect to manage staff who can, and do, perform exceptionally well to grow your business for you.



"Working with Kerry Anne from Operation Verve has allowed my business capacity to increase without me being tied to all the work myself. We worked together to develop my staffing plan, document my business operations, then delegate these tasks to my expanding team. This strategic development of customised processes has been integral to my sustained growth over the past 12 months"

Ashley Hann, White Knight Catering Services



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2. OPTIMISE WORKPLACE TASKS

Once you've got yourself into a great mindset space, work to establish the most effective way of doing the tasks you want to off-load. There is absolutely no point bringing on new team members only to multiply the inefficiency and chaos that have already been happening.

Invest time and headspace in setting up work which is consistently effective in achieving the outcomes you need. Make sure that when delegating, you empower your staff to achieve consistently excellent results.

Being thorough and diligent with this will allow you to become the business manager who maximises time, money and resources whilst reducing workload. You will set your business up for the sustainable expansion that comes from a core dedication to best practice.

3. CREATE DELEGATION TOOLS

A lack of practical resources to support processes of delegation at work is the single biggest reason that business leaders fail to delegate successfully. Without the right tools to explicitly communicate what to do, when to do it, and how to do it well, owners are frustrated by staff who don't have what they need to work well. And staff are abandoned to tasks they can't do properly.

Develop a bank of instructional videos, documented task steps, checklists and templates to guide your staff through each task. Collaborate with your team to create these tools to increase ownership. Test the resources yourself to ensure they promote independence at work.

Building these tools will skyrocket the confidence you have in your team. You will see processes working, and witness the success of your staff with your own eyes. You will be proud of their work and excited for the future. And so will they.



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“Kerry Anne helped us to document all of the key roles, responsibilities and business procedures down to the very finest details, which took the form of several step-by-step manuals that made it extremely easy for anyone stepping into those roles even if they had never had any experience using those systems and software. Kerry Anne is very supportive and a natural at teaching new skills to people”

John Lentin, VacuumSpot

4. ESTABLISH SUPPORT SYSTEMS

Don't be fooled into thinking that this new-found bliss will continue into perpetuity. Yes, you will have processes that work in isolation. But this success can only last into the long term if those processes are structured within larger systems built to support your staff through change.

Construct resource retrieval systems so your staff can find everything they need quickly and easily. Utilise platforms which make communication a breeze. Implement routines built on respect and trust to foster connection, transparency and mutual regard.

When you focus the development of all your systems on supporting the people who work for you, two things happen. You grow as a leader filled with integrity, compassion and gratitude. And your staff invest in you as a person, deepening their belief in the company vision and loyalty to its purpose.



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5. KEEP STAFF ACCOUNTABLE

With everything ticking along well it's time to look to the long game. Keeping your staff on track over time is the cherry on the cake of effective delegation. Ensuring your staff remain accountable to excellence is the only way you can guarantee sustained business growth.

Schedule structured appointments to check in with your team. Design management tasks to routinely monitor their work. Set up management processes to acknowledge staff for their efforts, reward them when they do a great job, and support them when they struggle.

When staff are led well everyone wins. Effective delegation leads to better workplace performance, higher levels of staff retention and increased output. It will reward you with greater profitability, lasting growth, and more freedom with your lifestyle choices.

I personally think the best bit is the warm fuzzy feeling of pride you get every single day when you see your team working. There are few joys greater than knowing they are enjoying their work, investing fully, and proud of the difference they're making.

“You don't build a business. You build people and then people build the business.” Zig Ziglar



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Where To From Here?

Have you just read through this five step process and it's really hit the spot?

If you're keen to break through some of the roadblocks you've been facing with your team lately, this is just the tip of the iceberg. Imagine how much time you could get back if your team worked well on their own. Think about the difference it would make to your bottom line if every minute at work was genuinely productive and progressive. Pause to consider just how much faster you could reach your business goals if you were all working to your maximum capacity. Dare to believe that a solution might just be right here in your lap.

There's so much more where this came from. How about you jump in to schedule a time to discuss what these five steps could look like for you? You're invited to book a half hour call with me to talk through exactly what problems you're facing there in your business, and precisely what you can do to fix it, for good!

If you think it's time to explore possibilities together, book a call here today:

[Book Your Action Call HERE](#)



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ABOUT OUR DIRECTOR

Kerry Anne Nelson is known amongst her friends, family and clients to be a woman obsessed with formalising workplace processes to make things run smoothly. It was no surprise to her community when she decided to turn that into her career. Kerry Anne's life experience almost brought her to her knees when her husband passed away unexpectedly, and she was left to salvage a business that had no systems or processes in place. It was a nightmare.

Since then, Kerry Anne has become Australia's most passionate advocate for systemising businesses. She takes business owners by the hand to help them avoid the pain of managing their staff without documented processes. She has so much to offer after two decades of hands-on practical experience growing her own businesses across service and retail industries, in both online and brick and mortar outlets. Kerry Anne now works as a workplace process architect. She uses her Lean Six Sigma training to maximise her years of experience in strategic management, workplace training, business events, and team leadership to help clients achieve take huge strides towards their ongoing business growth.

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