

Ragged and Ready to Delegate

by Rhonda Haslett

Frazzled I saw Rob leave a night of ministry. He said, "Something just HAS to change! I am running myself in way too many directions trying to do too many things." And I wasn't surprised he was exhausted. As I watched him that night, he was doing the work of many of the volunteers and leaders instead of letting things unfold and then fall into the laps of these people. He was not only working himself crazy, but also stepping into the roles he had relinquished long ago when the people stepped forward and were trained to do the ministry. With such a great team, one word from him would have caused the team to see the needs and pay attention to meeting those needs. Instead he was limiting the effectiveness of the team to his ability to juggle all the roles and functions.

A few years back we decided to divide our ministry team into 2 categories, connectors and supporters. Connectors were the people who connected with the students. Supporters provided the relief for the connectors to fulfill their role well. We labeled them leaders (connectors) and volunteers (supporters). In our ministry team we are often visiting the idea of leaders leading people and volunteers fulfilling tasks. If the volunteers aren't fulfilling the tasks, then the leaders are able to connect with the students and personally change lives. As the volunteers see the importance of their role, the ministry runs so much more effectively. And as the leaders appreciate the support of the volunteers, they are able to remain humble.

What should I delegate?

In order to answer that question, we will look at what should not be delegated:

A job no one else in the department is qualified to do; personal issues (not limited to hiring, firing or disciplinary problems), An emergency or short-term task where there is no time to explain or train, assignments your boss expects you alone to do.

To Whom Do I Delegate?

Andrew Carnegie once said, "The secret to success is not doing your work but in recognizing the right person to help you do it."

Look at others. Watch people to see if they have the qualities necessary to help. Let people come to you. Maybe there's someone on your team that comes to you often with solutions or someone who is willing to help you meet your expectations.

Look at yourself. Find a person who would not only work well with you but who would also compliment your weaknesses and maximize your strengths.

What is the Delegation process?

Give complete and proper instructions without forcing them to use exact step by step procedures (unless no creativity is allowed).

Solicit feedback through asking questions to ensure the person being trained understands the task. Establish boundaries and build up their self-confidence through providing measurable and timely expectations. Then the final step for delegations is follow-up or evaluation.

Remember, while attempting to empower others you may have to trade in short-term errors for long-term results.

David and Goliath is a good story of delegation. The King delegated to David (who came to him by the way) to kill the giant. David understood the objective and results expected. The king tried to make him do it the way he (the king) would have done it; the details. The king's way wasn't David's way though the same result was accomplished.

Successful ministries are growing because of the emphasis on empowering people and utilizing the whole team. When one person tries to do all the work, he limits himself and limits what the ministry can do. One person's reach can only go so far. The more people involved, the more can be accomplished. There must be a high degree of trust and good communication for delegation and empowerment.

As you perfect the art of delegation, you personally as the leader will have renewed physical and emotional energy, increased "free" time and personal effectiveness. Be patient...but if it doesn't work for you, feel free to return to your old habits and ways and continue doing everything yourself! Your ministry will go as far as YOU can take it.