Delegate with Confidence

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If you’re like most shop operators, you’ve been involved in just about every aspect of the business, in one way or another. From sweeping floors to repairing cars to estimating and doing the books—you’ve worn many hats, and perhaps you still do. For any collision shop to grow, however, an owner or manager needs to concentrate on the bigger picture of running the business, which means delegating the day-to-day work. During this session, you will learn how to evaluate employee abilities; assign tasks with confidence; set staff goals and objectives; and finally, move into the leadership position that the future of your business demands.
Why don’t we delegate?

• Not enough time, too busy to communicate what I want done
• Do not have someone competent enough
• Don’t trust it will get done
• Losing control
• If I want it done right:
• Don’t want people to think I'm lazy/bossy
• I'm going to delegate myself out of a job
Pledge: *I, the manager/owner, am fully responsible for any and all actions in my company.*

“No man will make a great leader who wants to do it all himself or get all the credit for doing it.”

—Andrew Carnegie
Definition of management: Getting results through others.

If we agree on this statement, then delegating is a large part of managing.
Goal Setting

“Setting goals is the first step in turning the invisible into visible.”

Tony Robbins

- Determine what you want, what is the ideal result?
- Map out how you are going to get there.
- Determine how long it will take you to achieve that goal (reasonably).
- Make sure it is measurable.
- Reward and appreciate your accomplishments.

Harvard Business Review Study
Leadership Management Styles: Understand who you are

- **Autocrat**: Authoritarian, one that bases decisions on their own ideas and judgments. Allows little to no input from others.

- **Consultative**: Somewhat like an authoritarian, they do listen and allow input from employees, but they usually make the final decisions.

- **Persuasive**: Controls all aspects of the business, but is very good at explaining tasks that need to be completed. Employees feel more involved.

- **Democratic**: Includes most employees in most decision making.

- **Lassez-faire**: Hands-off approach.
People and Employees

• Employees are appreciable, unlike equipment that is depreciable.
• Our job as managers or owners is to maximize the investment of our employees.
• What do we spend the most on in our industry? Employees?
• Your job is to grow and develop people.
How to Delegate

• Delegate anything you have mastered.
• Take the time to explain what you want done.
• Have employees think and make mistakes on their own.
• Hold people accountable.
• Compliment and encourage.
• Be organized.
• Don’t allow people to drag you away or make you feel guilty. Whose goal and dream is it? Yours!
Benefits of Delegating

• **Save time:** Managing is NOT doing whatever is needed. Rather, it’s directing what is necessary to make a successful company.

• **Increase your value:** By giving the responsibilities and confidence to others, it allows you to work on the bigger picture.

• **Develop employees:** Employees perform better when they are challenged with tasks that are slightly out of their reach. It increases competency and confidence.

• **Increase the quantity and quality of your work.**

• **Reduce stress.**

• **Freedom.**
Thank You!