

THE IN-HOUSE TRAINING COMPANY

Thought for the day – 20

‘Less is more’

Another habit a lot of us need to break is the tendency to try to do everything ourselves. But if we do less, we can achieve more!

Many people who are promoted tend to take tasks with them from their previous job. For example, a sales person promoted to team leader may try to hold on to some of their accounts. They may also try to keep doing the things that they have always done, such as their own expense forms, letters and so on. If something is not particularly important, and the other people around you can be trained to do it, then the time saving can be considerable.

As some things might be urgent, it is important to be able to delegate and have them done quickly by people who are competent and who have the time to do them. For instance, can you train people to respond and return calls from customers or particular types of colleagues? Can filing and paperwork be handled as it happens rather than be stored up? Even if you work in a small business or non-commercial environment there are still many tasks that you can delegate – sometimes to an external organisation, maybe to a typing bureau, a photocopying or graphic design company. All this means letting go of the trivial and less important things and focusing on what you need for your team tasks, goals and performance criteria.

Most top business executives recognise the limits of what they can do themselves. They know that to accomplish great goals, you have to build and depend on those who work under you. As they grow and become successful, largely through delegation, the manager achieves the greater goals for the organisation. Success is a partnership in delegation.

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This thought has been taken from Graham's book 'Working Smarter'. Graham has developed an outstanding course to go with the book – click [here](#) for details.

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