



Management 101

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Abdicate - To cast off, to discard a task or responsibility

1. Assign task to someone else
2. Forget about it / no follow-up

Delegate – To assign a task to someone and see it is completed correctly.

1. Delegate the objective
2. Clarify the results you are looking for – define clear standards and time frames, provide examples
Verify person the task is assigned to understands the objectives and standards - screenshare and or get them to explain
Verify they have the tools to do the job
3. Check in to see if they are making progress or need help with processes or tools
 - a. Verify task completed correctly
4. If not, have a backup plan to implement
 - a. Recognize, praise and thank when work done correctly

Meeting Agenda for One on Ones

1. What's working?
 - a. Patient satisfaction
 - b. Showing up to work on time
 - c. Using correct English
2. What's not?
3. What can be improved?
4. Other Stuff

*What would you say to me if I were you and I kept doing this?

To be prepared before each one on one at least two days before meeting