

# The Art of Delegating

Letting them know what you can do

Offering lots of solutions / options

Getting your no in quickly (and then making an offer)

Changing Numbers

Giving the issue a high Number

Very apologetic

Buying time 1 - I can do it at 3pm / Tuesday / later

Buying time 2 - I'll call you right back

Levelling (telling it like it is)

Zipping the Lip (the power of silence)

Giving lots of information

The 'Deli Counter' approach (giving everyone a priority number)

Slowing the situation down

Taking charge of the conversation

Letting them know you will follow up as appropriate