

Delegation Conversation: The 5W's



The BIG picture (Why)

"Why?" – the connection between the task and the big picture

"Why now?" – the context

"Why you / me / us?"

Outcomes (What-When)

How will success be measured- time, quality, costs, expectations of beneficiaries / clients , *how does the desired performance look like - specific criteria, deadline*

Roles and responsibilities (Who)

RASCI roles: Responsible for/ Approval/ Support/ Consultation/ Information

Processes and resources (How)

Steps to take, milestones and smaller tasks, order of tasks, necessary resources.

What are the steps to be taken in achieving the goals? How can a goal be approached, based on your experience/the experience of the other? Which is the order of these steps?

Which are the necessary resources? How can these be obtained?

Which are the learning sources? - formal materials, online, co-workers etc.

Summarize the key aspects in order to make sure you understood/you have been understood clearly.

Establish the process for monitoring the progress - feedback, review meeting, reports.

