



DAREBIN BUSINESS WEBINAR SERIES

Leadership during difficult times

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TODAY'S TOPICS

- 1. How to ensure that your employees will perform to your expectations**
- 2. How to tailor your approach based on their individual performance level, regardless if you are dealing with a low or high performer**
- 3. Simple adjustments you can make today to ensure your employees can bring their best to work**

ACTIVITY

Make a cup of coffee



Please describe your cup of coffee in the chat box



DELEGATION SKILLS

1. We have guest who is a really important potential client. To impress them, we would like to ensure that we serve them a great coffee.
2. The goal of this task is to serve coffee to the standard they are used to!
- 3. You/your team is asked to make 1 cup of coffee.**
4. There are specific quality standards to be achieved:
 - One levelled teaspoon of coffee (not strong)
 - 20 ml of milk to be added before serving
 - Cup must be filled 1 cm to the top of the cup (incl. milk)
 - 2 sugar sachets and a spoon must be served to side of the cup
5. All resources will be provided - cup, coffee, water, sugar, milk, spoons.
6. Coffee needs to be here in 5 minutes





DELEGATION SKILLS – The CPQQRT Model

Context: Why is this task required?

Purpose: What is the goal of this task?

Quality: Define the standard expected of the outcomes.

Quantity: Are there any physical measures?

Resources: What resources does this person need to complete the task? (budget, software, equipment).

Time: When is the task due?

C: We have a guest who is a really important potential client. To impress them, we would like to ensure that we serve them a great coffee.

P: to serve coffee to their standards/liking.

Q: One levelled teaspoon of coffee (not strong).
20 ml of milk to be added before serving
The cup must be filled 1 cm to the top (incl. milk)
2 sugar sachets and a spoon must be served to the side of the cup

Q: 1 coffee

R: cup, coffee powder, water, sugar, milk, spoon.

T: 5 minutes



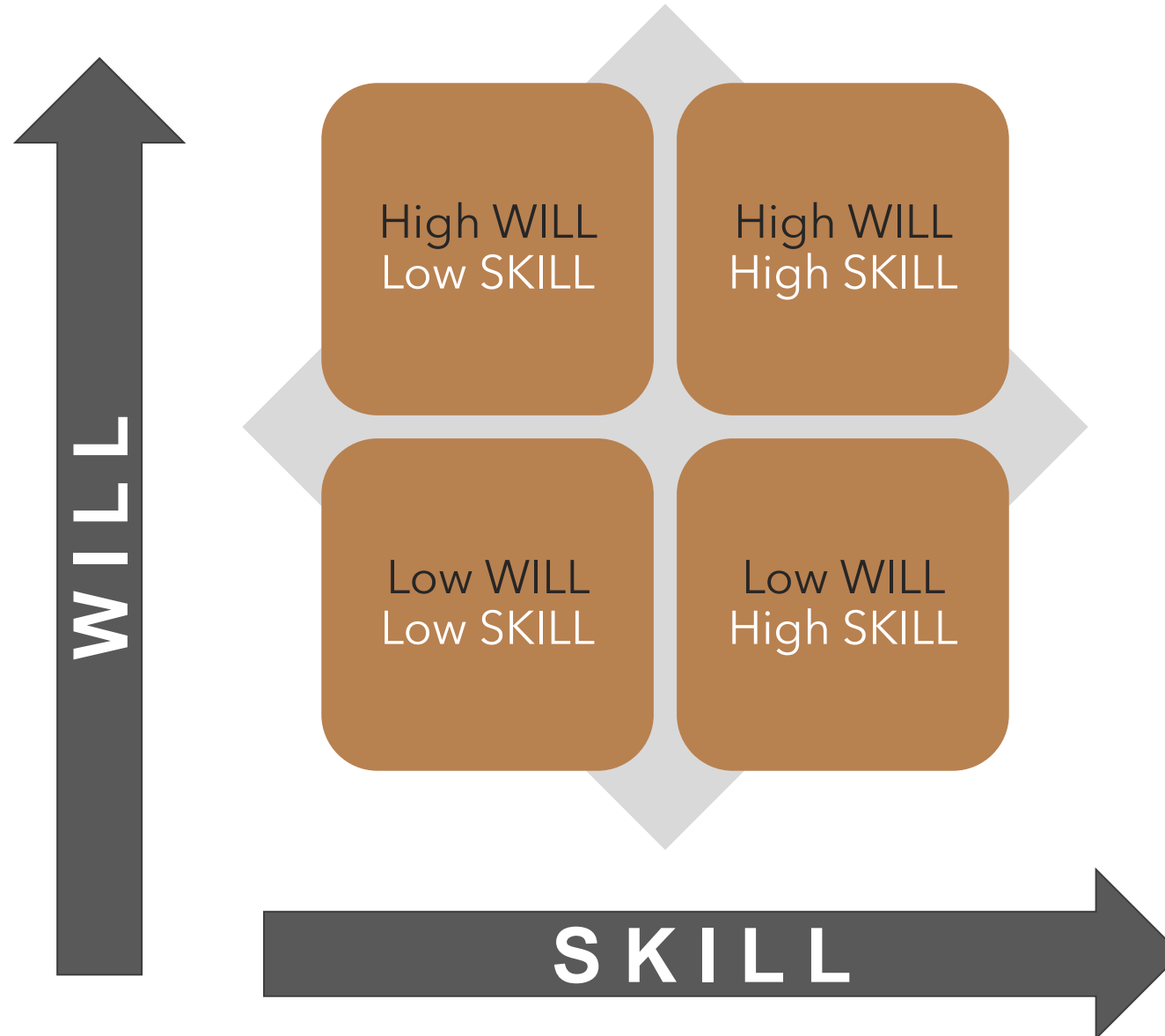
DELEGATION SKILLS The CPQQRT Model

Now it's your turn...



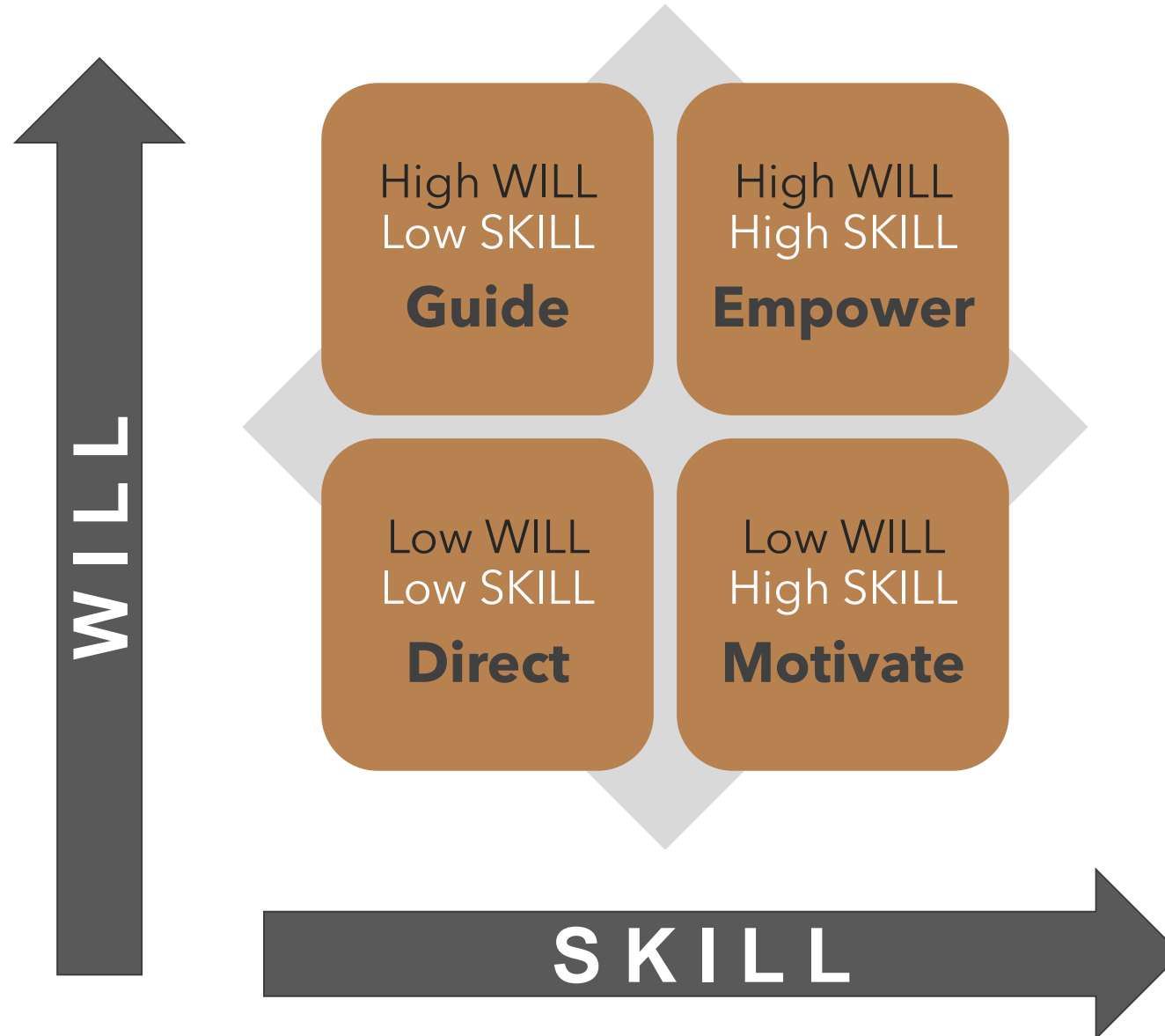


THE SKILL/WILL MATRIX





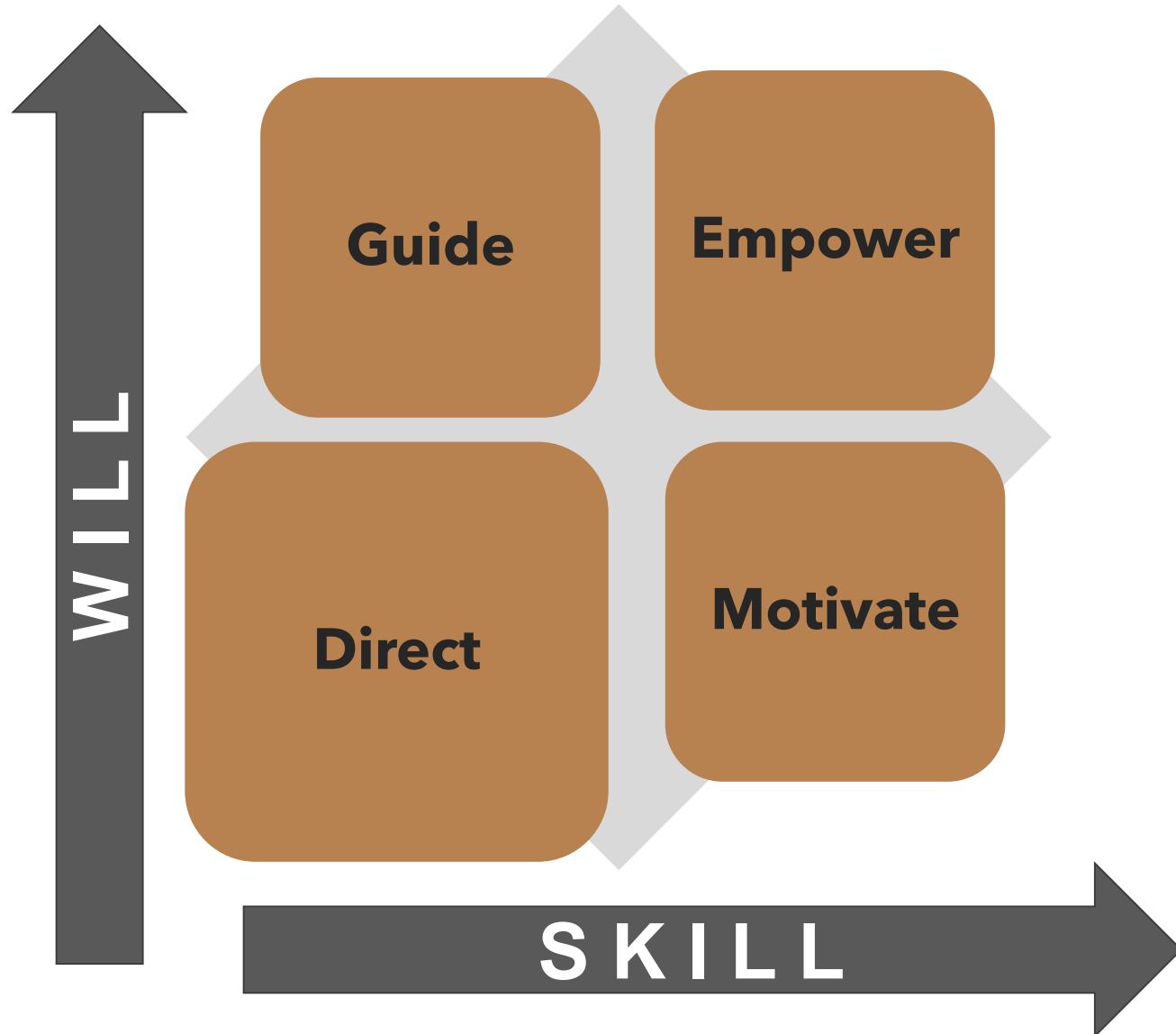
THE SKILL/WILL MATRIX





THE SKILL/WILL MATRIX

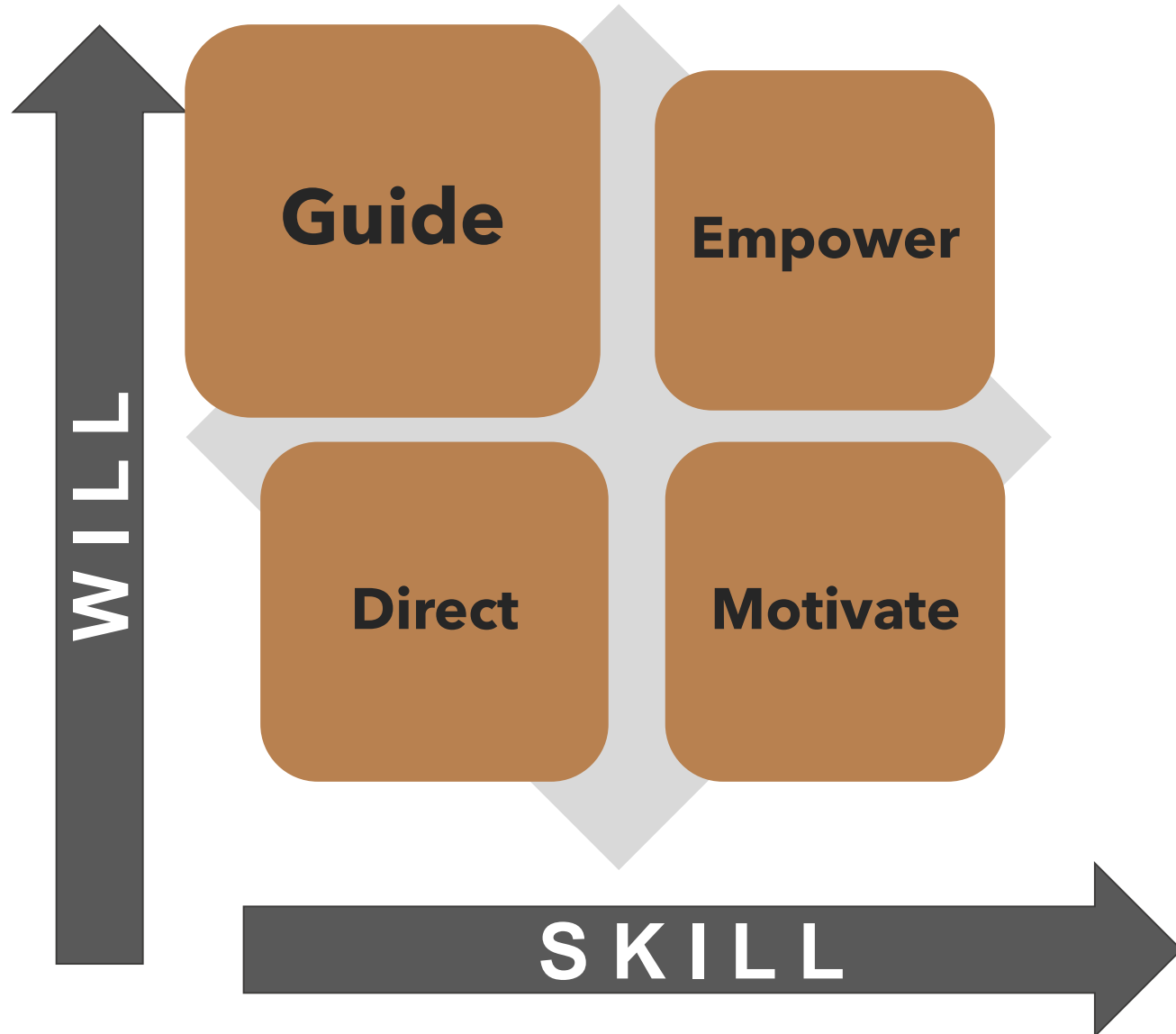
- Build trust
- Determine the reason for low will
- Determine the skill gap and provide the necessary training and tools to complete the tasks
- Develop intrinsic and extrinsic motivations and incentives
- Set clear expectations and provide frequent feedback and encouragement
- Praise and reward success
- If necessary, develop a performance management plan (not punitive)





THE SKILL/WILL MATRIX

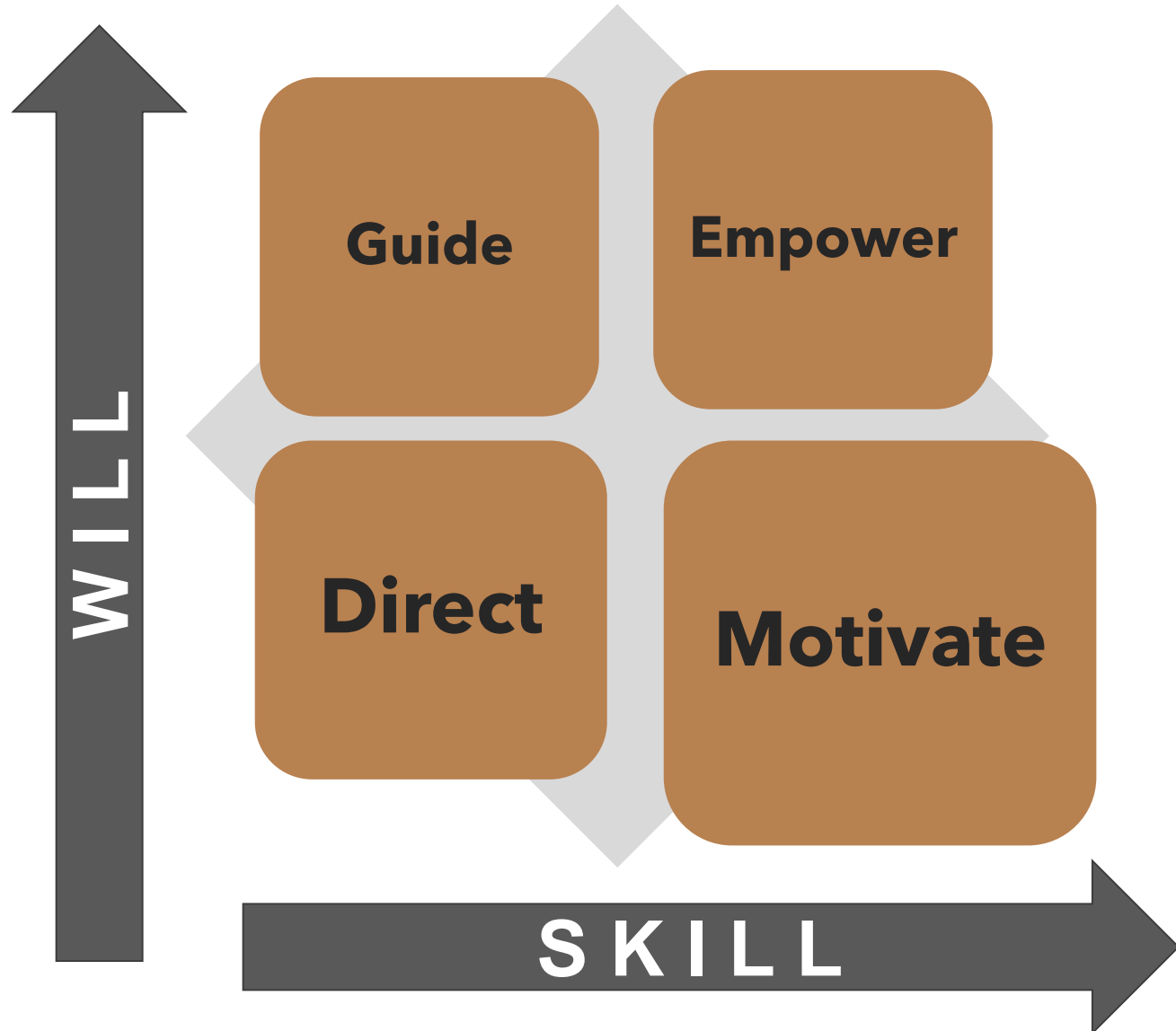
- Identify and provide necessary training and tools to complete the tasks
- Set clear expectations
- Create a risk-free environment to allow for learning
- Find “teachable moments”
- Check for understanding and provide frequent feedback
- Praise and reward success





THE SKILL/WILL MATRIX

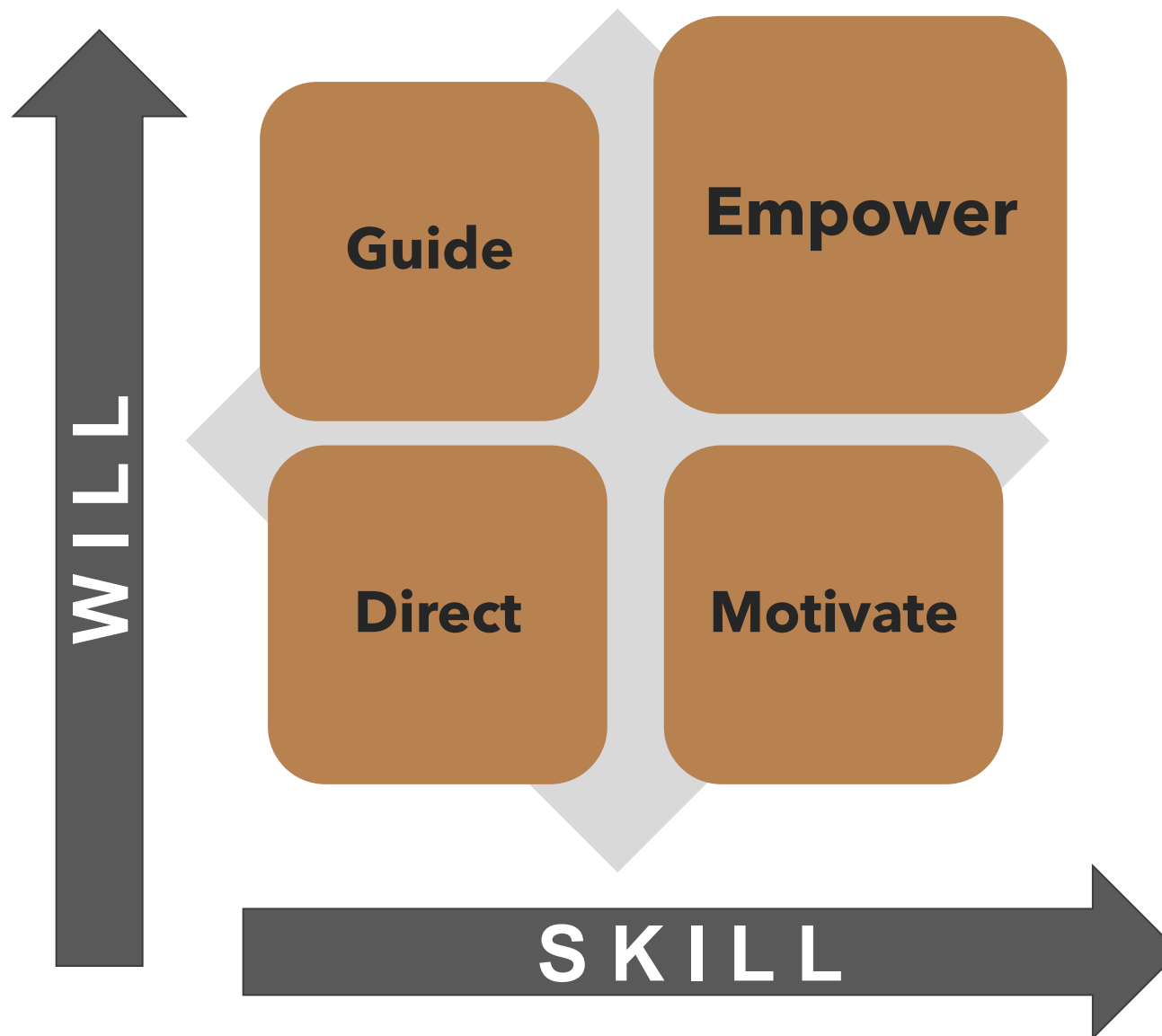
- Build trust
- Discuss what would motivate them
- Develop intrinsic and extrinsic motivations and incentives
- Reconnect them with the team/organisation's mission
- Praise them and reward their success





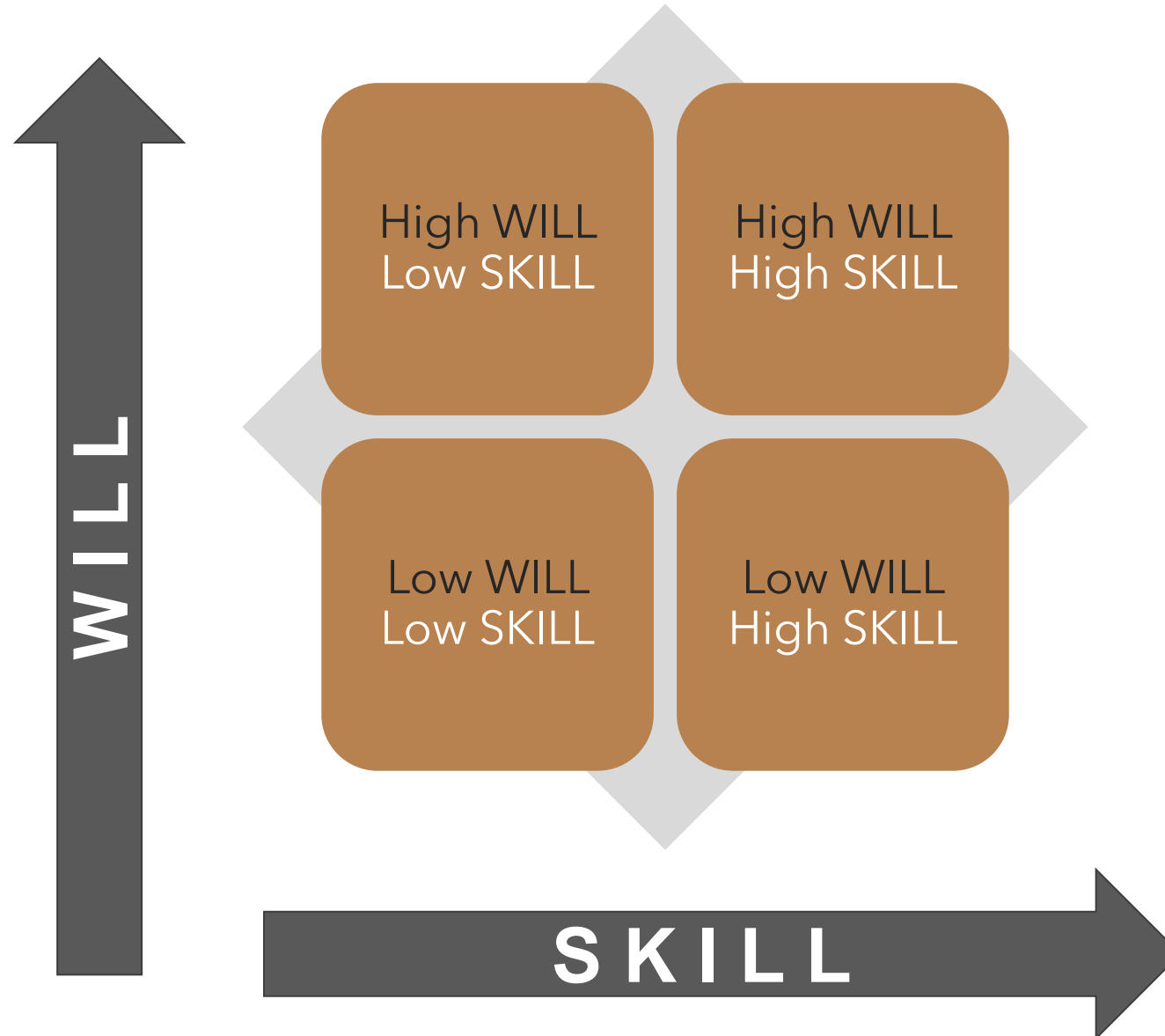
THE SKILL/WILL MATRIX

- Provide freedom in completing tasks
- Encourage them to take on more responsibility
- Involve them in decision making
- Ask for their opinion
- Create a professional development plan





THE SKILL/WILL MATRIX





THE SKILL/WILL MATRIX

Now it's your turn...



KEY TAKEAWAYS & QUESTIONS



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