

Course: Business English

Level 3

Day №8

UNIT 4 - WORKING WITH OTHERS**4.2 Delegating Tasks**

Match the words with their meanings:

(to) delegate

A person or business that employs one or more people for wages or salary.

(a) task

A group of people who work for an organization or business.

staff

A person who works for another in return for financial or other compensation.

employer

Politely or formally ask for.

employee

Entrust (a task or responsibility) to another person.

(to) request

A piece of work assigned or done as part of one's duties.

Look at the tasks. Decide which you would expect managers to do themselves (M), and which you would expect them to delegate(D).

1. writing letters to important clients
2. mailing letters
3. informing department staff about meetings
4. writing reports
5. requesting reports
6. booking a meeting room
7. giving presentations
8. photocopying presentation handouts



•Do you delegate tasks or have you been delegated a task?

•What are the reasons for delegating?

Read the managers talking about tasks they or their staff members do.**A**

I used to get some reports from a staff member that seemed rushed or unfinished. I spent quite a lot of time showing him exactly what I wanted, or how to do it. Now I always get excellent reports. And besides, he types much faster than I do.

B

One of the sales people in my department never writes a summary at the end of her monthly report. I used to ask her to fix it each month, but she always took too long. Now I write the summaries myself. It's easier. I get the results I want and it saves me time.

C

Whenever I have an important letter to send, I take it to the post office myself. I used to give it to the mail room but now I take it personally. It takes me 30 minutes but at least I'm sure my letter gets there on time.

D

I used to leave important letter to the last minute and then rush to mail them. Now I skip a schedule of deadlines and make sure I do important work three or four days ahead of the deadlines. Hey, I don't want to go to the post office myself!

Fill in the blanks below with the tasks that they mentioned.

Read again. Do the managers delegate the tasks they talked about? Why or why not?

| | Task | Delegate? | Reason |
|---|------|-----------|--------|
| a | | | |
| b | | | |
| c | | | |
| d | | | |

Discuss the following questions.

1. Do you think the managers are using their time effectively or not? Why or why not?
2. What would you do?

Choose a task from the list.

Student is the manager. Teacher is the staff member. Role play delegating the task.

- arrange a meeting for all sales managers
- research companies that make websites
- write an email to all employees announcing the name of the new CEO
- make a list of all office computer equipment to send to the main office



1.) Tell your staff you'd like him/her to do something.

2.) Explain the task.

3.) Give details. Tell your staff to report to you.

4.) Thank your staff.

***Thank you for
today!***

***I'm looking forward to
seeing you again!***