

The Five Levels of Delegation

LEVEL 5

Full
Delegation

- Includes Levels 1-4
- Trust the employee to assess, decide, act and follow through
- Ask for exception reporting
- Monitor and assess performance
- Hold the employee accountable
- Reward results or take corrective action, depending on the outcomes

"I trust you to make as good a decision as I would make. I'm here if you need me. Just remember... No surprises!"

LEVEL 4

Decision
Making

- Includes Levels 1-3
- Trust the employee to make the decision based on their work at Levels 1-3
- Monitor progress and depending on outcomes, coach, reward or warn

"Do what you think is right. Keep me informed about your decision and the outcomes"

LEVEL 3

Action
Plan/
Assess
Impact

- Includes Levels 1-2
- Ask for an implementation Action Plan and an assessment of how it impacts colleagues, customers, other departments and vendors
- Evaluate, but retain decision-making

"Tell me how you would like to proceed, but don't take action until we discuss and I approve"

LEVEL 2

Recommend

- Includes Level 1
- Ask the employee for recommendations
- Evaluate
- Retain decision-making

"Assess the problem, give me some options, and recommend one to me"

LEVEL 1

Assess &
Report

- Everyone starts at Level 1
- Delegate information gathering, assessment, and reporting
- Retain decision-making and control

"Investigate the problem, report all the facts to me, then I will decide what to do"



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