

The Perfect RIA, Episode 84: 5 Delegation Mistakes

“When I get to some magical mythical level, I'll be able to delegate”

Action Items

1. **Hire a virtual assistant.** If you don't have anyone yet, make sure you take care of it. A lot of tasks that take your time can be done by someone else. Micah has a house manager who started as a housekeeper and now she does much more around Micah's household. Everything that needs to be done is done and Micah doesn't need to worry about it.
2. **Commit to extreme ownership on systems.** If you have an assistant and something doesn't go as it should, don't take it out on them. Instead, make sure you go through the processes you use and think where they failed. Check what you can do better to help your assistant be more successful.
3. **Sign up for our August webinar.** It will be run by Victoria and Coleen. Make sure your team attends it as well because there will be a lot of talking about communication pains.
4. **Jump on iTunes and give us five stars!** As always, we ask you to rate us, it really helps us in building up our reviews so that we can grow our podcasts.

In today's episode, Matt and Micah are talking about delegation. Being able to delegate things is probably one of the foundations of having a perfect RIA. There are a lot of misconceptions when it comes to delegating stuff. Whether it's personal life or business life, there are things that should be delegated.

If it's any consolation, Matt and Micah are still sometimes making those mistakes they're going to talk about so don't worry if you have problems with it as well!

Mistake number 1 that Micah sees the most when it comes to delegation, is making excuses and not taking ownership. People say, “It’s not worth it to delegate”, “I’ll delegate when I get to XYZ level”, “That can’t be delegated” and none of this is true. You need to remember that you will never be able to get your practice to the next level if you’re not delegating the key duties. Think about it and make sure you don’t do that just in your business life but also in your personal life as well. For example, Micah has a personal assistant who is taking care of his doctor appointments so that he doesn’t have to deal with that.

Mistake number two, not managing expectations. This is where almost all of the delegation fails and here you need to really focus on empowering your team. When you’re asking someone to do some tasks for you, make sure you are clear, and you’re setting expectations. You have some idea in your mind, but the other person doesn’t. You should always assume that whatever is in your mind, is not in your assistant’s mind. Be open while delegating things. Make sure you are open and honest about everything even though some questions might be obvious or annoying. Remember about setting realistic deadlines and make sure you have a way of tracking the status of the task so that you know what’s going on.

Mistake number three, blaming the person before taking ownership for the system. If your assistant does something and it goes wrong, make sure you talk to them without being emotional. It might be difficult but you need to take a step back and ask yourself “Where did you go wrong?”, “What could have been done in a different way for your assistant to be successful?” There are two types of problems: people problem and process problem. If you’re hiring the best of the best, that means it’s a process problem which is you. Think about where you have failed in the process of making it better.

Mistake number four, skipping the opportunity to mentor your team. You have a huge advantage if you do that. What you want is people with career, engaged employees who you can mentor not only professionally but also personally. What Matthew likes to do is asking his team what successes they had in the quarter, what worked really well etc. and then writing everything down. It is important to let your team know that you are open to feedback.

Last mistake, mistake number five, the idea that something cannot be delegated. Matt hears a lot of “I have to take care of my email. I can’t delegate that”, “I have to do scheduling. I can’t delegate that.” You might decide that delegating stuff you need to delegate would be too big of an effort for now. That is perfectly okay as long as you have in mind that you will eventually delegate it. However, you should never have an idea that something cannot be delegated at all. Remember that there is always a solution to everything.