Business Case: Delegating a Task in the Tech Industry

Background

You, as a project manager at Tech Innovators Inc., oversee a team of software engineers working on a critical project: the development of a new feature for the company's flagship product, an AI-powered analytics platform. The project is high-priority as it directly impacts the upcoming product launch scheduled in three months. Due to multiple ongoing responsibilities, you need to delegate the task of developing this new feature to one of the senior software engineers, Dakota.

Exercise: Delegating the Task

Task to Delegate: The task involves developing a new data visualization feature that allows users to generate custom charts and graphs based on their data inputs. This feature must be integrated into the existing platform, ensuring seamless user experience and high performance.

> **Instructions:** Using the steps discussed earlier in the delegation communication model, delegate this task to Dakota. Follow the steps and provide an explanation.

1. Initiate the Conversation
2. Clarify the Task
3. Discuss Resources and Support
4. Set Check-in Points
5. Encourage Open Communication
6. Reinforce Accountability
7. Appreciate and Close

Step-by-Step Delegation:

1. **Initiate the Conversation:**
   - **Set the Context:** *"Dakota, we have an exciting opportunity to enhance our AI analytics platform with a new data visualization feature. This feature is crucial for our upcoming product launch."*
   - **Express Confidence:** *"I believe you have the perfect skill set to take on this challenge and deliver outstanding results."*

2. **Clarify the Task:**
   - **Describe the Task:** *"The task involves developing a feature that allows users to create custom charts and graphs. You'll need to integrate this seamlessly into our existing platform."*
   - **Set Clear Expectations:** *"The feature must be intuitive, high-performing, and align with our design standards. We need it ready for user testing in two months."*
   - **Define Success:** *"Success means a fully functional, user-friendly visualization tool that meets our performance benchmarks and is ready for the product launch."*

3. **Discuss Resources and Support:**
   - **Provide Necessary Information:** *"Here are the detailed functional specifications, UI mockups, and access to our design and user experience teams."*
   - **Offer Support:** *"I'll be available to support you throughout the development process. Feel free to reach out with any questions or if you need any resources."*

4. **Set Check-in Points:**
   - **Agree on Updates:** *"Let's schedule bi-weekly check-ins to discuss your progress and any challenges you might face."*
   - **Use Tools:** *"Please update your progress on our project management tool, Asana, as you complete each milestone."*

5. **Encourage Open Communication:**
   - **Invite Feedback:** *"Your input is valuable. If you have any suggestions or foresee potential issues, let me know."*
   - **Ensure Clarity:** *"Do you have any questions about the task or the expectations?"*

6. **Reinforce Accountability:**
   - **Reiterate Responsibility:** *"You're responsible for developing this feature and ensuring it meets all the requirements by the deadline."*
   - **Confirm Understanding:** *"Can you summarize your understanding of the task and your responsibilities?"*

7. **Appreciate and Close:**
   - **Express Confidence and Gratitude**: *"Dakota, I have full confidence in your abilities to deliver this critical feature. Thank you for taking on this responsibility."*
   - **Reiterate Communication Channels**: *"Remember, we'll have bi-weekly check-ins to discuss your progress. If you encounter any obstacles or have questions, don't hesitate to reach out to me. I'm here to support you."*