





## Office Management

A	T	N	A	T	N
		Maintaining office equipment			Managing and reviewing staff performance
		Maintaining office space (heat, air)			Setting goals for incentive pay
		Updating outside vendor contact list			Hiring payroll service
		Purchasing postage			Creating job descriptions
		Ordering office supplies			Interviewing potential new hires
		Making deposits to bank			Creating new hire checklist
		Ordering forms from external vendors			Writing employee handbook
		Ordering forms from home office and custodian			Keeping Advisor focused
		Tracking fees and commissions			Tracking employee satisfaction
		Resolving compliance inquiries			Researching benefit options

**Totals: Advisor**

**Team Member**

**Not Performed**

## Systems and Technology

A	T	N	A	T	N
		Creating, documenting & building workflow process for Prospects and Referrals			Becoming expert in data management (CRM)
		Creating, documenting & building workflow process for New Clients			Segmenting clients in CRM
		Creating, documenting & building workflow process for Transfers			Researching software alternatives
		Creating, documenting & building workflow process for Trading			Ensuring accurate records of client contacts are kept
		Creating, documenting & building workflow process for Client Service			Ensuring technology meets industry Cybersecurity standards
		Creating, documenting & building workflow process for Client Reviews			Resolving technology issues
		Creating, documenting & building workflow process for Client Appreciation			Backing-up computers
		Creating, documenting & building workflow process for Talent/HR			Updating existing processes

**Totals: Advisor**

**Team Member**

**Not Performed**

## TOTAL NUMBER OF ITEMS ADVISOR HASN'T DELEGATED:

(Total number of sections containing an "X" in the "A" column)

## Next Steps

- 1 Now that you are aware of the items you haven't yet delegated, determine one or two activities you wish to delegate.
- 2 Determine who in your office has the skill, capacity, and desire to take on those tasks.
- 3 Use the Delegation Worksheet to ensure you're effectively communicating your expectations.
- 4 When delegating to a team member, remember to do the following:
  - a **Train** – Train the team member on how the task is performed.
  - b **Observe** – Team member should observe you performing the task.
  - c **Watch** – Team member should be watched as they perform the task.
  - d **Release** – Fully release or delegate the task to the team member.
  - e **Verify** – Periodically verify adherence to the system.
- 5 As you are training your team member, have them take meticulous notes so a process can be written for the steps needed to successfully do the task.



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COACHING

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