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## Eng 215

Q1: Reading:

Read the following article about how managers delegate effectively and responsibly and answer the questions that follow:

- 1- Never delegate sensitive projects to your employees. If you are in charge of the project, you should complete it yourself. If the project is confidential, be very careful about outsourcing the work. Some jobs need to be done by the person in charge. Give your employees something fun and interesting to do once in a while.
- 2- There are many things to evaluate before delegating duties. Consider your employees' skill level, motivation, and dependability. Certain people will be more efficient than others depending upon their abilities. Give them opportunities to broaden their horizons and become more valuable to the team. Matching the proper person to each task can be difficult.
- 3- When you are assigning unfamiliar duties, be very specific when you explain what you need. By detailing an assignment, you leave no room for confusion and therefore, no room for error. If you have a long list of verbal instructions, type them out. This will give your employee something to refer to when they are performing a task that is unfamiliar to them.
- 4- Evaluate the performance of employees and delegated projects. Explain to them performance will be evaluated and let the employee know the level of responsibility that comes with the task. Large projects may be easier to monitor if managers break them into smaller segments, make your staff report to you after each segment if the project has been finished. Also get feedback from your employees via meetings and reports.
- 5- One of the most important parts of delegation is coaching. New tasks can be confusing. You should always motivate your staff and praise them when they do well. If they complete an assignment, but they don't do a good job, show them how. Identify what went wrong and take steps to address the issue. On the other hand, when tasks are completed effectively, give your employee the recognition they deserve.

**A- Match the headings with the suitable paragraphs. Note that there is an extra heading. (5 marks)**

1

2

3

4

5

Headings	Paragraph number
a- Making instructions as clear as possible	
b- Training staff	
c- Giving jobs to the individual best suited for the project	
d- Timing project	
e- Some things should not be delegated	
f- Measuring and controlling projects	

**B- State whether the following statements are true (✓) or false (✗) according to the article. (5 marks)**

- ✓      ✗      1- Managers must always assign fun things to their employees.
- ✓      ✗      2- Before delegating a task, an employee's abilities should be taken into consideration.
- ✓      ✗      3- Written instructions may confuse employees.
- ✓      ✗      4- Meetings are a good way for getting feedback about projects.
- ✓      ✗      5- Employees should be acknowledged when finishing a well done job.

## Q2: Writing

Your name is Salman Mansoor and you are the marketing manager in Alba. Write an email to your assistant manager Miss Anwar Hassan asking her to go in a business trip to London to attend a marketing conference in your place because you have to be in Bahrain to attend the board meeting.

*Write an email including the following:*

- Asking her to go in your place
- Give details of the time, place and purpose of the trip
- Ask her to write a report about the conference when she gets back
- Ask her to confirm if she can go on the trip