

Keys to Effective Delegation

1. Break tasks down into manageable parts. Stay away from vague and general statements. The more concrete and specific, the better. Explain the job and the results for which you are looking.
2. Reach clear agreement on the job and the time frame for accomplishment. Make sure what you're asking for makes sense to both of you.
3. Establish a reporting system for interim progress. Use it for follow-up and for checking in.
4. Recommend resources to help in the task.
5. Make it clear that you are available for questions and brainstorming.
6. Delegate tasks to people who have the ability to carry them out. Don't put people in a situation in which they are likely to fail.
7. Be realistic about what people are able to do, given the other demands in their lives. Don't belittle the contribution someone is able to make, no matter how small.
8. Praise an individual's effort in public; make suggestions and criticisms in private.
9. Show appreciation for work well done.
10. Provide training where skills and knowledge are not sufficient.
11. Check yourself: Guide, but do not interfere.
12. Let people carry out a task differently than you might do it. There are always different ways to approach a problem or a task. Allow for mistakes, they are part of learning. Use them as part of the learning process and as opportunities for evaluation.
13. Give people time to practice new skills. Create a "buddy system" where current leaders pass on and share skills, knowledge, and contacts.
14. Evaluate the work at the completion of each task.
15. Be open to criticism. Take a mental step backwards and try not to get defensive when your leadership is challenged or criticized.

Flyers & Leaflets

Flyers are an easy and inexpensive way to communicate information throughout your community. Keep in mind the following tips when creating and distributing your message:

- Easy to read. . .Large, legible printing and clearly understood text is essential
- Eye-catching. . .Brightly colored paper and pictures help add interest to a bulletin
- Meeting details. . .Make sure the essentials (i.e. time, date, location) are included and stand out
- Phone numbers. . .Who can be contacted for more information?
- Short. . .and to the point!
- Young teens make wonderful "delivery men." Giving them the responsibility for distributing flyers takes the burden off the adults and helps the teens feel like they are important to the community.

Agenda for an Informational Neighborhood Watch Meeting

1. Purpose & desired outcomes

2. Topics of Discussion

Agenda

3. Time Limits

4. Assign Homework

Keeping a Meeting on Track

When a point is being discussed too long:

- Summarize the issues and suggest moving on
- Suggest tabling the question until a later date

When two people get into a heated discussion:

- Summarize each of their points and turn the discussion back to the group
- Suggest that they stay after the meeting and work it out with you

When one person is dominating the discussion:

- Interrupt him and ask for others' input

When a speaker is getting off the subject:

- Interrupt and remind her of the topic on the agenda
- Bring the discussion back to the agenda using a related idea as a transition

When a whisperer is being disruptive:

- Say to the whisperer, "I'm sorry, I'm having difficulty hearing."
- Say to the group, "Let's stick with a single focus here and not go in different directions."

When someone repeatedly interrupts others:

- Say, "Hold on, let him finish."
- Tell the person outside the meeting that her habit is disrespectful
- Be sure to hold all interrupters to the same standard

When someone just wants to complain about something

- Point out that the item isn't on the agenda, offer to add it to a future agenda
- Say, "I see that you've given this issue a great deal of thought, I think we should talk privately about this after the meeting." Then make sure you meet with the him.

Agenda for Informational Neighborhood Watch Meeting

1. Clarify the purpose & define the desired outcomes
The purpose is to tell people what Neighborhood Watch is all about and what it is NOT about. My goal is to convince the people that they should start a Neighborhood Watch in their area.

2. Define Topics of Discussion
Introduce everyone (20 minutes)
What is Neighborhood Watch? (15 minutes)
 - * Prevent burglaries
 - Meet your neighbors
 - Create a phone tree
 - Harden your home
 - Recognize and react to suspicious activity
 - Watch out for each other
 - * Additionally Neighborhood Watch can . . .
 - Address crime problems
 - Get better city services
 - Improve quality of life
 - Increase property valuesWhat Neighborhood Watch requires of participants (5 minutes)

3. Set Time Limits for Each Topic
Introductions (20 minutes)
What is Neighborhood Watch? (15 minutes)
What Neighborhood Watch requires of participants (5 minutes)
Conclusion – Q & A (5 minutes)

4. Assign Homework
Find out why the person who asked for the meeting is interested in Neighborhood Watch. Look at recent calls for service in this neighborhood. Talk to the patrol officers assigned to this area and find out if there are problem houses. Call the code compliance office and find out how many rentals are in the area and if there are problem rentals or other problem properties. Drive through the area and assess it, ask the night shift officer what the area looks like in the dark.

Sample Meeting Announcement



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We can do something for ourselves. Get involved. Make a difference. Have fun at the same time!

We welcome you to our First

NEIGHBORHOOD WATCH MEETING

at _____ on _____, the _____ of _____
Time Day Date Month

at the home of: _____

at: _____
Address

This will be a good chance for us neighbors to meet each other as friends. Refreshments will be served. The meeting should last about 90 minutes, giving us time to talk about how we can mutually prevent crime and better our neighborhood. Please complete the Family Data Sheet accompanying this flyer and bring it to the meeting with your own ideas and concerns for our neighborhood.



Planning an Effective Meeting

1. Clarify the purpose

Ask yourself, "Why am I having this meeting? What is so important that people should give up time with their families to be at this meeting?" If you don't have a good answer . . . don't have a meeting!

2. Define the desired outcomes

What, exactly, do you hope to accomplish at this meeting? Finish this sentence (be specific!): This meeting will be successful if _____.

3. Select the date, time, & location

- * Weekday evenings are likely to result in the best attendance
- * People are more likely to attend a meeting close to their home
- * Be cognizant of competing events in the community
- * Plan the starting and ending time of the meeting

4. Set an Agenda

Be specific & realistic! (See accompanying handout on preparing an agenda.)

5. Publicize the Meeting

Generally it helps attendance if people are advised of the meeting about two weeks in advance and then again about two days in advance. Try not to change the date, time, or location after the flyers have gone out, this confuses folks and hurts your attendance rate. You may want to include the agenda in the meeting announcement.

6. Guide the Meeting

Using your agenda, guide the discussion and keep it focused. Gossip has no place at official meetings and socializing can take place after the business. Long meetings are boring . . . forty-five minutes to an hour is usually plenty!

Creating an Agenda

1. Clarify the purpose & define the desired outcomes
Ask yourself, "Why am I having this meeting? What is so important that people should give up time with their families to be at this meeting?" If you don't have a good answer . . . don't have a meeting!
2. Define Topics of Discussion
Based on the purpose and desired outcomes, narrow down the specific topics that need to be discussed.
3. Set Time Limits for Each Topic
Estimate how much time it will take to talk about each topic. Keep in mind the overall length of your meeting and adjust the number of topics as necessary. You might need to change or edit your topics. You could eliminate some topics, postpone bring up a new topic, or plan to introduce a topic briefly and then discuss it at another time. Be sure to build in some "slush time" to make up for topics that take longer than you planned.
4. Do Your Homework
Consider if some things should be taken care of before the meeting. (For example, look up crime data, find out who the landlord of a property is, learn about a specific code ordinance, etc . . .)
5. Share the Load
Include others in the planning of your agenda, especially those you see as potential leaders in the neighborhood. This will help ensure that the agenda addresses their needs and that they can plan future meetings on their own.