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Delegation Mishap vs. Excuse-Making Checklist

Indicate whether you think the statement is a “Mishap” or an “Excuse.”

Pick four statements that you are familiar with and indicate what you would ask of the delegatee to clear up or eliminate the mishap or excuse.

Statement	Mishap	Excuse	Questions to ask
“I didn’t know you needed that.”			
“We never set a deadline.”			
“My computer crashed.”			
“I thought I delivered what you asked for.”			
“We never used to have to do it this way.”			
“I will have that ready for next meeting. I didn’t get to it.”			
“There is too much to do. You can’t expect me to get to everything			
“I handed it off to John.”			
“Remember, we talked about that last Friday.”			
“It’s too difficult.”			
“It’s at the printers/accounting department/lawyers, etc.”			
“That turned out to be a bigger job.”			
“I’m on it!”			
“You didn’t get my e-mail on that?”			
“I put it on your desk.”			
“I thought you were joking.”			
“I didn’t check my in box.”			
“That’s just the way I am. I am a bit forgetful.”			

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