

# Time Management & Effectiveness

#5

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Escalation

Delegating



What is it?

*Escalation* is an act of informing people on the next (higher) management level about a problem or a situation, to get their attention and help.

When to escalate?

How to do it?



# Activity 1: assessments of ESCALATION

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From: Sales Manager

To: CEO

Cc: Superior of the Sales Manager

Subject: Escalation

Dear CEO,

it is becoming increasingly serious, Operations poor deliveries prevent me from generating revenues. Please take this as official escalation, it is unsustainable, I cannot control all the Operations deliverables.

Best regards

XY

From: Project Manager

To: Operations Director

Cc: empty

Subject: URGENT!!! Engineer needed

Dear Ops Director,

I urgently need an engineer for the completion of the YZ project. The engineer that is currently assigned fell sick.

Best regards

XY

From: Engineer

To: Chief HR Officer (based in UK)

Cc: empty

Subject: Complaint

Dear James,

I want to escalate poor people management in Brno. I was sent a performance improvement plan that I don't agree with and I was told that it doesn't matter, it is still valid. I reviewed UK HR portal and no policy states this is true. Please investigate this 1st line manager's master-servant type of attitude towards my role in the organization.

Best regards

XY

When to escalate?

What things do you consider before you escalate?

What things do you consider when reacting to an escalation?

## Things to consider before you escalate

- Timing (not too early, not too late) BUT “bad news early”
- Heat
- Did you do maximum on your side?
- Addressed with competent person first?
- Choice of person to escalate to
- Hierarchy
- Clarity, specificity
- Image, perception, professionalism



## Things to consider when reacting to an escalation

- Urgency
- Empowerment of competent people
- Did the person who escalated to you do maximum on his/her side?
- Addressed with competent person first?

Work in teams on the assigned examples: react to the escalation.

What are the possible reactions to an escalation?

# Good luck!

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- Questions
- Suggestions
- Discussion