

Delegation The Art of Delegating Effectively Course Outline



Effective delegation is one of the most valuable skills you can master. It reduces your workload and develops employee skills. Delegating prepares employees who work for you to be able to handle your responsibilities and simultaneously allows you to advance to other career opportunities within your organisation.

Delegation is often one of the hardest skills for a manager to master. However, the skill can be learned. This course will explore many of the facets of delegation, including when to delegate and whom to delegate to. We will also go through the delegation process step by step and learn about techniques to overcome problems.

This one-day course will teach participants how to:

- Clearly identify how delegation fits into their job and how it can make them more successful.
- Identify different ways of delegating tasks.
- Use an eight-step process for effective delegation.
- Give better instructions for better delegation results.
- Recognise common delegation pitfalls and how to avoid them.
- Monitor delegation results.
- Give effective feedback.

Course Overview

Participants will spend this session getting to know the course objectives and will also have an opportunity to identify their personal learning objectives.

Why Delegate?

To begin, participants will explore the advantages and disadvantages of delegation in small groups. They will also complete a self-assessment on delegation.

What is Delegation?

Next, participants will learn about the four basic steps to delegation and the different levels of delegation. They will also learn some guidelines for success and what lateral delegation means.

Pre-Assignment Review

As a pre-assignment, participants were asked to complete a case study. During this session, participants will discuss the answers.

Picking the Right Person

This session will give participants four tools to help them determine who to choose for what task.

The Delegation Meeting

Next, participants will learn about an eight-step process that they can follow to ensure they cover all the bases when delegating.

Putting it into Practice

In this session, participants will complete a case study and a role play to apply what they have learned so far.

Giving Instructions

Participants will learn some ways to give good instructions. Then, they will practice giving and receiving instructions through a group activity.

Monitoring Delegation

Next, participants will explore five ways of monitoring delegation.

Practising Delegation

During this session, participants will work in small groups to complete a five part case study to give them hands-on practice with the skills learned so far today.

Giving Feedback

This session will give participants some tips on giving feedback. Then, participants will work on several different case studies to apply these tips.

Becoming a Good Delegator

To wrap up the day, participants will explore the characteristics of a good delegator.

Course Wrap-Up

At the end of the day, participants will have an opportunity to ask questions and fill out a personal action plan.

