

Delegation: The Art of Delegating Effectively



Days: 1

Audience: This course is intended for students in management or supervisory roles.

Description: Effective delegation is a force multiplier: it frees your time for higher-value work and develops your team's capability. While many managers find it tricky at first, it's a learnable skill. In this one-day workshop, you'll learn what and when to delegate, how to match tasks to people, and a step-by-step process to delegate, monitor progress, and overcome common roadblocks.

Course Objectives: In this course, you will:

- 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
- Recognize common delegation pitfalls and how to avoid them
- Monitor delegation results
- Give effective feedback

OUTLINE:

LESSON 1: COURSE OVERVIEW

Students will spend the first part of the day getting to know one another and discussing the workshop's agenda. They will also have an opportunity to identify their personal learning objectives.

LESSON 2: WHY DELEGATE?

Participants will explore the advantages and disadvantages of delegation in small groups and complete a self-assessment on delegation.

LESSON 3: WHAT IS DELEGATION?

Participants will learn about the four basic steps to delegation, the different levels of delegation, guidelines for success, and the concept of lateral delegation.

LESSON 4: PRE-ASSIGNMENT REVIEW

Participants will review and discuss answers to a pre-assigned case study.

LESSON 5: PICKING THE RIGHT PERSON

Participants will learn four tools to help determine who to choose for what task.

LESSON 6: THE DELEGATION MEETING

An eight-step process will be introduced to ensure all bases are covered when delegating.

LESSON 7: PUTTING IT INTO PRACTICE

Participants will complete a case study and role play to apply learned concepts.

LESSON 8: GIVING INSTRUCTIONS

Participants will explore effective ways to give good instructions and practice giving and receiving instructions through a group activity.

LESSON 9: MONITORING DELEGATION

Five methods for monitoring delegation will be examined.

LESSON 10: PRACTICING DELEGATION

Participants will work in small groups to complete a five-part case study for hands-on practice with delegation skills.

LESSON 11: GIVING FEEDBACK

Participants will learn tips for giving feedback and apply them to several case studies.

LESSON 12: BECOMING A GOOD DELEGATOR

Participants will explore the characteristics of a good delegator.

LESSON 13: WORKSHOP WRAP-UP

Students will have the opportunity to ask questions and complete an action plan to close the workshop.

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