

DELEGATION SKILLS

OBJECTIVE

Effective delegation is a critical skill in ensuring productivity. Lost time, frustration and re-work are just some of the costs of poor delegation. This in turn can lead to managers deciding that they are better off simply 'doing it themselves', a sure-fire recipe for burnout and frustration.

TARGET AUDIENCE

This programme is designed for Managers and any-one who delegates tasks to others.

LEARNING OUTCOMES

- Participants will define the Delegation process, exploring the important differences between such often misused and interchanged terms as responsibility, accountability and authority.
- Participants will learn to use delegation as a Training and Development tool, and a Motivational tool, in addition to its usual use as a Productivity tool.
- Participants will learn to 'sell' delegation to people, giving them the 'want-to' to be involved and commit to a task.
- Participants will be able to list the steps to successful delegation.

WORKSHOP OUTLINE

- Defining Delegation
- Delegation - more than just a productivity tool
- Selling not telling
- Delegating outcomes not tasks
- Steps to Delegation

DURATION

Four (4) hours