

Delegation Skills – Training Programme Overview

Target Audience

Team leaders and managers with direct responsibility for others.

Purpose

To develop the delegation skills needed to empower and motivate others to effectively carry out activities and tasks for which the team leader/manager is accountable. To use delegation as an appropriate means of team member development, without placing performance standards at risk.

Outcomes

Delegates will be able to: -

- Recognise the importance of delegation in the workplace
- Identify the opportunities to delegate at work and how to use them well
- Plan to delegate and ensure the necessary controls are in place
- Identify the strengths and limitations of team members and recognise opportunities to utilise strengths and develop individual effectiveness
- Apply the process of effective delegation in order to achieve the highest quality results
- Demonstrate the behaviours that can empower and engage the commitment of the person to which a task has been delegated
- Know when not to delegate
- Identify opportunities at work to apply the learning from the workshop.

Preparation

Delegates are asked to complete a pre-training briefing with their line manager and take the opportunity to collect feedback from team members.

Programme Content

- Individual delegation effectiveness audit
- What effective delegation is and what it isn't
- Identifying the benefits, barriers and risks
- A practical methodology for effective delegation
- Behaviours to build trust, empower and motivate
- Managing priorities, preventing activity overload, choosing what to delegate
- Monitoring performance without interfering
- Work related studies to test understanding
- Work based assignment to test learning in the workplace
- Identifying opportunities and planning for change at work.

Duration

One and a half days from 0900 – 1700 and 0900 - 1300.