

## EFFECTIVE DELEGATION TRAINING COURSE

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**COURSE LENGTH: 1.0 DAYS**

In order for you to be an efficient manager, you must be comfortable in delegating work to employees while making sure they are both accountable and effective. It is vital to implement procedures to make sure assignments are clear and well-defined. The ability to delegate is a required skill for any effective leader.

This delegation training course is appropriate for managers, team leaders and supervisors in different sectors, who require a good understanding of how, when and what to delegate. The training course teaches the managers set of skills like identifying tasks that can be delegated, setting goals for task completion and reporting on delegated activities.

This highly valuable and effective training course is now available throughout Kuala Lumpur and Malaysia, and also via instructor-led online training.

This Effective Delegation training course can be delivered at your premises by one of our expert local or international trainers or live online using our HIVE technology.

Contact us today for a quote or enroll now into the next public course date.

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## EFFECTIVE DELEGATION TRAINING COURSE COURSE OUTLINE

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### FOREWORD

Delegation is often one of the hardest skills for a manager to master. During this training course, participants receive training in the many of the facets of delegation, including when and whom to delegate responsibilities, understanding the delegation process, use effective techniques to overcome problems, and more.

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### OUTCOMES

**After completing this course, participants will have learned to:**

- Understand how delegation fits into their job and increase productivity
  - Understand and use different ways of delegating tasks
  - Use Pre-assignment review
  - Pick up the right person
  - Use an eight-step process for effective delegation
  - Give better instructions for better delegation results
  - Give instructions effectively
  - Identify common delegation pitfalls and learn how to avoid them
  - Use ways to monitor delegation results
  - Monitor delegation
  - Use techniques for giving effective feedback
  - Provide feedback
  - Understand the importance of delegation and its results
  - Manage a delegation meeting
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### MODULES

#### Lesson 1: Getting Started

- Icebreaker
- Pre-Assignment Review
- Workshop Objectives

#### Lesson 2: Why Delegate?

- Advantages & Disadvantages
- Delegation Do's and Don'ts
- Self-Assessment

#### Lesson 3: What is Delegation?

- Delegation Definitions
- Levels of Delegation
- Guidelines for Success
- Lateral Delegation

#### Lesson 4: Pre-Assignment Review

#### Lesson 5: Picking the Right Person

#### Lesson 6: The Delegation Meeting

- Delegation Based on Skill Level
- Employee Motivation
- Employee Workload
- Matching of Skills & People

- Clarity in Communication
- Context & Relevance
- Ensuring Understanding
- Setting Performance Standards
- Delegating Authority
- Setting Support
- Clarity in Expectations & Commitment
- Rewards & Recognition

#### **Lesson 7: Putting it into Practice**

- Case Study
- Eight Steps of Delegation Meeting
- Activity

#### **Lesson 8: Giving Instructions**

- Three Types of Instructions
- Examples
- Preparing Instructions

#### **Lesson 9: Monitoring Delegation**

- Why Monitor Delegation?
- Advantages of Monitoring Delegation
- Methods to Monitor Delegation

#### **Lesson 10: Practicing Delegation**

- Your Role in Delegation
- Employees' Role in Delegation
- When to Delegate
- Whom to Delegate To
- Delegating Authority
- Monitoring Delegation
- Managing Disappointments

#### **Lesson 11: Giving Feedback**

- The Ingredients of Good Feedback
- What Makes Feedback Effective
- Case Studies

#### **Lesson 12: Wrapping Up**

- Words from the Wise

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#### **WEB LINKS**

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- [View this course online](#)
- [In-house Training Instant Quote](#)