

DELEGATION

AIM

The real measuring stick of managers is how well their staff perform their work. Delegation is the key to good workplace relationships, enhanced performance, and better career prospects. This practical course aims to give managers and supervisors the tools they need to delegate successfully. It incorporates the latest research from social science and neuroscience.

OBJECTIVES

At the end of this course participants should be able to:

- ✓ identify what tasks to delegate and what not to delegate
- ✓ avoid major errors in the delegation sequence
- ✓ maintain and improve staff morale and productivity
- ✓ utilise the *Four Quadrant Delegation* sequence for any task
- ✓ identify key motivators
- ✓ use the 6 principles of influence to involve and motivate.

KEY TOPICS

- ✓ What to delegate
- ✓ The delegation Sequence
- ✓ PDCA cycle for continuous improvement
- ✓ Quiz: How well do I delegate?
- ✓ What can go wrong
- ✓ *Four Quadrant Delegation*: what to delegate and how
- ✓ The delegation briefing
- ✓ On-the-job training and coaching
- ✓ After Action Review
- ✓ Cialdini's *6 Rules of Influence*
- ✓ What motivates people to perform well?

APPROACH

Self-assessment, small group discussion, and skill practice

LENGTH: One day

WHO SHOULD ATTEND? Managers and supervisors wishing to refresh or improve their delegation skills.