

Delegation

Duration: 1 day

It is recognised that there are limits to an individual's time and knowledge. It is therefore important to understand the value of delegating and how to implement it. This programme defines delegation, explores the benefits and provides a set of behavioural dimensions that act as a model of good delegation practice.

The programme also investigates communication and feedback.

Who should attend this course?

This course is designed for individuals whose role includes the delegation and involvement of others. It is also suitable for those entering management and wish to develop key management techniques.

Course Objectives

Upon completion of this course participants will be able to:

- Appreciate the importance of delegation as a management tool
- Identify what and when to delegate
- Identify who is the most suitable person to receive delegated tasks
- Set conditions for delegation
- Give constructive feedback

Course Outline

The Process of Delegation

- Why it must happen
- Why people fail to delegate effectively
- Selecting tasks and people

Communication

- Transmitter Receiver Model
- Questioning techniques

The Six Steps to Effective Delegation

- Explain why the job is important
- Define what results are expected
- Define what authority the person has to do the task/project
- Setting S.M.A.R.T. objectives
- On-going feedback
- C.U.R.E.S model