

Duration: 2 Days

### Course Overview and Objectives

Effective delegation is one of the most valuable skills you can master but it can be one of the most difficult. However, the skill of delegation can be learned. Effective delegation reduces your workload and develops employee skills.

Delegating prepares employees who work for you to be able to handle your responsibilities and simultaneously allows you to advance to other career opportunities within your organisation.

This workshop will explore many of the facets of delegation: when to delegate, and who to delegate to. We will also go through the delegation process step by step, to see where the pitfalls lie, and what we can do about getting around them.

## Delegation Skills for Managers / Supervisors

### Module 1: Why Delegate?

### Module 2: What Is Delegation?

- Definition
- Background
- The role of delegation in developing a team
- The role of delegation in increasing the effectiveness of the manager

### Module 3: Rules Of Delegation

- What is, and is not, delegation
- The differences between high and low quality delegation
- Barriers to effective delegation
- Causes of poor delegation

### Module 4: Delegation Opportunities

- When to delegate
- When not to delegate
- Managing delegation
- What cannot be delegated
- What should not be delegated

### Module 5: Picking the Right Person

### Module 6: The Delegation Meeting

- The manager as counsellor
- Checking progress
- How to offer advice without affecting 'ownership'

### Module 7: Levels of Authority

### Module 8: Giving Instructions / The Act of Delegation

- Checking relevant factors
- Briefing, reviews, coaching and support issues
- Post-delegation activities

### Module 9: Communication Skills

### Module 10: Monitoring Delegation

### Module 11: Practicing Delegation

### Module 12: Giving Feedback

### Module 13: Becoming a Good Delegator



tel 011 782 4297  
fax 086 511 3343  
109 3rd street, linden, 2195  
po box 44007, linden, 2104

e-mail: [msd@imsd.co.za](mailto:msd@imsd.co.za)  
website: [www.imsd.co.za](http://www.imsd.co.za)

Duration: 2 Days

### Course Overview and Objectives

Effective delegation is one of the most valuable skills you can master but it can be one of the most difficult. However, the skill of delegation can be learned. Effective delegation reduces your workload and develops employee skills.

Delegating prepares employees who work for you to be able to handle your responsibilities and simultaneously allows you to advance to other career opportunities within your organisation.

This workshop will explore many of the facets of delegation: when to delegate, and who to delegate to. We will also go through the delegation process step by step, to see where the pitfalls lie, and what we can do about getting around them.

SAQAUS ID: 15224 - Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks