

Delegation Skills for Improved Efficiency

Duration: 1 day

A one-day course for supervisors, team leaders and managers to develop the skill of effective delegation, understanding the key steps to successful delegation, how to use it as a developmental tool resulting in improved efficiency, increased performance, and a motivated team.

Topics

Introduction

- What is delegation?
- The importance of delegation as part of managing
- Why managers don't delegate

Effective delegation

- Benefits of effective delegation
- Breaking down the barriers
- Learning how to trust others
- Choosing the right person for the task

Team efficiency

- Time Management
- Knowing your team's strengths
- Setting team goals

Developing Staff

- Delegating SMART tasks
- Coaching techniques
- Empowering self-esteem

How to The art of delegating

- Assigning tasks
- Action planning & prioritising
- Monitoring progress
- Measuring performance
- Reviewing
- Evaluating

Communicating effectively

- Understanding delegates' expectations
- Skilled questioning
- Giving feedback

Personal Action Plan

- Applying learning
- Next steps action plan