



Half Day Delegation – Running Order

Delegation – The right person doing the right thing, right

Workshop Duration *Three Hours 30 minutes*

Workshop Purpose

- To remind team leaders that to improve personal efficacy they must acquire the skill of delegation
- To improve attendees understanding of some of the core competencies needed if delegation is to be effective.

Expected Outcomes

- A reduction in personal workload, through less involvement in detail.
- Greater team member involvement and job satisfaction; improved morale, mutual trust and confidence.

Session 1 **What is gained by delegation?**

Outcome

Understanding the benefits of delegation

Process

- **Syndicate exercise:** - What are the benefits of delegation..
- **Briefing:-** Collation of key areas of benefit

Session 2 **What needs to be known by both parties?**

Outcomes

Identify the must do's

Process

- **Buddy exercise:** -
 - What tasks can not be delegated and why
 - What must be known about the task before delegation occurs
 - What must you do before you speak to the recipient
- **Briefing**
 - Testing & Collation of best practice

Session 3 **How do we brief this out**

Outcome

Identify and understand the key actions of in briefing out the delegated task.

Process

- **Syndicate exercise**
 - What concerns might the recipient have about the task they are about to receive?
 - What must be briefed out if these fears are to be overcome
 - What is the Checklist of delegation must do's
- **Briefing**
 - Testing & Collation of best practice

Session 4 **What are you going to do next**

- **Individual exercise**
- Closes with participants giving a public commitment of one thing they are going to do that will improve their delegation skills within the next 90 days, and confirming this commitment in writing.