



The Art of Delegating Effectively

Effective Delegation is often one of the hardest skills for a manager to master. However, the skill can be learned. 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 lay, and what we can do about getting around them.

Learning Objectives:

At the conclusion of this workshop, participants will be expected to:

- Clearly identify how delegation fits into your job and how it can make you more successful
- Identify opportunities within the scope of your authority for delegating effectively to others
- Identify the criteria for fair and responsible delegation to all employees
- Develop a technique for defining expectations
- Recognize common delegation pitfalls and how to avoid them
- Provide opportunities to test your delegation skills

Workshop Outline:

This includes large group discussions, individual work and reflection, small group discussions & exercises, case studies and simulations for role play. Customization will be based on your own needs or information provided by your human resource department or the individual department prior to the workshop. Materials are designed as interactive workshops with a 40/60 split between concept/theory and practical application of skills discussed. Class size should be kept between 20-30, whenever possible, so each participant will have the opportunity to gain techniques for the types of situations they deal with or expect to deal with.

- ❖ **Introductions, Learning objectives and Agenda**
- ❖ **Advantages and Disadvantages of Delegation**
- ❖ **Self-Assessment**
- ❖ **Definitions**
- ❖ **When and How to Share the Load**
 - Case Study
- ❖ **When to Delegate and When to Do It Yourself**
 - Picking the Right Person for the Job
- ❖ **The Delegation Meeting**

- Defining Expectations
- Describing the End Result and the Measures
- Directing the Performer
- Turning a Task into a Challenge
- ❖ **Communication Skills**
 - Check for Understanding
 - Uncover Concerns
- ❖ **Potential Delegation Problems**
- ❖ **Characteristics of an Effective Delegator**
- ❖ **Delegation Checklist**
- ❖ **Review**
- ❖ **Personal Action Plan**
- ❖ **Evaluation**
- ❖ **Suggested Reading List**

This workshop is a detailed insight into the **skills required an Effective Delegator**

- ❖ It is very interactive and includes many activities and exercises to enhance the learning experience.
- ❖ It is spread over the period of one-full day consisting of 8 hrs (9am-5pm)
- ❖ It includes 2 tea breaks and a lunch break

Proposed Training Plan Consists of:

- ❖ Training Kit : Handouts, Activities, Exercises
- ❖ Training Duration: 1 full day (8hrs)
- ❖ Number of candidates: Minimum=20 Maximum=40
- ❖ The training venue proposed is :PC Hotel or Avari Hotel, according to availability of dates assigned by your organization for the training.

Training Cost:

Cost per Individual Participant is a total of:= Rs.10,500

Includes cost of:

- Handouts,
- Activity/Exercise material,
- Certificates,
- Tea (twice),
- Buffet Lunch,
- Hotel Facility Charges,
- and Trainers Cost