

# Delegation Skills

## Course Outline

Delegation is an important feature of many workplace relationships and the need for effective delegation is on the increase: now more than ever there is greater pressure for teams to achieve more, better and faster. Despite understanding the value of delegation, many people say that they wish they could delegate more, but that they just don't trust that the job will be done to the required standard. As organizations and teams become more complex, roles and responsibilities are often less defined and there are numerous areas of potential difficulty, confusion and conflict.

However, despite the potential pitfalls, many of these can be alleviated – through the effective use of a delegation process, through developing awareness of two-way responsibilities and through specific skills development.

This course will enable participants to achieve more at work and to empower colleagues by learning to delegate more effectively. It will help them to overcome any inhibitions about delegation, and demonstrate the benefits of delegating important and stretching tasks. It is particularly recommended for anyone required to manage, to motivate or to lead others at work, whether they are a part of the same team/department, or whether they are outside their direct line-management responsibility.

### KEY AIMS

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1. To enable the development of key skills to delegate effectively in a range of situations
2. To promote the benefits of using a professional delegation process
3. To provide important tools, techniques and approaches for use in delegation situations
4. To identify methods by which delegation can be planned, conducted and reviewed
5. To build confidence and skills to achieve mutually acceptable outcomes
6. To enable participants to assess their current knowledge and ability and to plan their continuing development and maximise effective learning

### KEY BENEFITS

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Participants will be able to:

- Use all their resources to achieve better results
- Identify the situations when delegation is appropriate
- Overcome inhibitions about delegation
- Foster motivation and competence in others
- Plan and manage key meetings with staff
- Monitor and measure performance

The organisation will:

- Have more confident and competent staff
- Have more motivated and involved staff
- Enable managers to achieve more
- Encourage better skills transfer
- Develop teams to their full potential
- Encourage wider ownership of organisational mission

## FEEDBACK

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- "Excellent, many thanks! I now realise I had seen delegation as a way of palming off tasks I couldn't manage myself, but am really keen to go back to work and use it as a way of developing and motivating my team."
- "I can see now how important it is to follow a process of delegation to make sure that the person has all the information and support they need."
- "A great course, really practical and down to earth. I have a much clearer understanding of how I can make the difference between a delegated task that goes horribly wrong and one that is a success, and a positive experience for all involved."
- "Thanks for another great course! I am really pleased to know that it is ok for me to delegate, as long as I do it 'right' by choosing the right person, setting the boundaries/expectations and giving enough support"

## OUTLINE PROGRAMME

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- **Advantages of delegation** - Identifying the advantages to the company, the manager and the individual of effective delegation.
- **Barriers to delegation** - Identifying the barriers to delegation and how they can be overcome.
- **Delegating appropriate tasks** - Exploring the criteria to identify tasks suitable and appropriate for delegation.
- **Empowerment and responsibility** – Understanding the value of empowerment, and identifying what encourages people to perform well and take personal responsibility.
- **Delegation process** - Utilising and practicing an effective delegation process to ensure a consistent and fair approach.
- **Expectation management** – Managing expectations of all involved through effective communication and negotiation.
- **Dealing with resistance and objections** – Identifying key objections and resolving anticipated resistance.
- **Supervision** – Exploring how to review and manage progress appropriately to the situation and to the individual.
- **Delegation dilemmas** – Considering a range of common delegation dilemmas and planning ways of dealing with them effectively.
- **Action Planning** - Identifying continuing personal development needs and extending learning into the workplace.

## COST

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We understand that training is an investment - not just in terms of the cost, but also in time. We are therefore committed to providing excellent value by ensuring that our open courses are competitively priced. Unlike other inexpensive open/public courses, we deliberately restrict the number of places so you can rest assured that the training will be focused on the needs of every delegate, and will be an effective learning experience.

Fees for 1-day open courses from H2 are as follows:

- Per delegate: £295 + VAT
- 2 or more delegates: £255 + VAT each
- Public Sector: £255 + VAT
- Registered Charities and self-funding individuals: £230 + VAT

Fees are fully inclusive of:

- Course tuition / materials
- Workbook, with comprehensive reference materials / proformas
- Lunch / refreshments
- Personal action planning
- Certification (on request)
- Follow-up support (on request).

## **CONTACT**

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