

Content

Why delegate?

- the purpose and the benefits
 - the risks of not delegating
- why delegation is about more than just completing the task
- empowering staff through the delegation of tasks

Selection

- when and when not to delegate
 - choosing the right person and the right task
 - the down side of delegating to some people

Delegation

- the right and wrong way to delegate
- a template for effective delegation
 - techniques for delegating with confidence

Support

- monitoring and feedback
 - giving effective support
- what to do if things go wrong
 - keeping the task delegated.

Delegation

Leadership and Management

You are a leader, manager, supervisor or professional under pressure to increase output and be more efficient. Rather than taking more work on yourself and risking missed deadlines, dissatisfied customers, demotivated colleagues or personal burn out, you need to delegate. But if you delegate, is there a danger of losing control? Will it take longer to delegate the task rather than just do the job yourself?

This course will show you when, what and how to delegate effectively. As a result, your time will be freed up to concentrate on the things that are more appropriate for you to do. The skills, capabilities and motivation of your team will develop too, as they tackle a broader range of tasks.

Benefits

By the end of the programme you will be able to:

- understand the purpose of delegation and know when and when not to delegate
- describe the process for delegating a task
- delegate tasks to the right person, in the right way, with confidence
- develop, stretch and motivate others by delegating tasks to them
- free up your time to focus on more value-adding activities.

Approach

This programme uses a range of practical exercises and role-plays. These will help you choose the right tasks to delegate, the correct person to carry out each task, and show you how to provide the right amount of support throughout the process.

Who should attend?

Any leader, manager, supervisor or professional who wants to improve performance by employing delegation as a powerful management tool.

Programme information

Duration: One day

Price: £375 (excluding VAT)

Dates and locations:

2nd April 2008 • London

7th October 2008 • Surrey

15th January 2009 • Midlands

For further details please call John Baldwin on 01306 621600.

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