

THE ART OF DELEGATION

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

Benefits:

- Clearly identify how delegation fits into your job and how it can make you more successful.
- Identify different ways of delegating tasks.
- Use an eight-step process for effective delegation.
- Give better instructions for better delegation results.
- Ask better questions and listen more effectively.
- Recognize common delegation pitfalls and how to avoid them.
- Test your delegation skills.

advisor responsibility coaching strategy
education potential guide development
Empowerment capability
ability accountability planning decision
solution learning management reliability
work opportunity goal knowledge control
professional skill experience performance



Target audience:

Team leaders and managers wanting to improve their efficiency, providing opportunities to their team and build their communication and leadership skills.

Topics to be explored include:

- ▶ What is delegation?
- ▶ Why delegate?
- ▶ Picking the right person
- ▶ The delegation meeting
- ▶ Levels of authority
- ▶ Giving instructions
- ▶ Communication skills
- ▶ Monitoring delegation
- ▶ Practicing delegation
- ▶ Giving feedback
- ▶ Becoming a good delegator

What's included?

Instruction by an expert facilitator
A highly interactive and fun workshop
Participant workbooks
Personalised certificate of completion

**For more details on this, and other workshops,
presented by Learning Insight contact:**

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