

Soft-Train



*At Soft-Train
Technology Works*

DELEGATION (1 DAY)

COURSE GOAL: To teach the student what they need to know about delegation, from deciding which tasks to delegate and selecting an appropriate candidate to ensuring the brief is clear and the task is completed.

PREREQUISITES: None

LEARNING OBJECTIVES: Upon completion of this course the student will be able to:

- Understand Delegation
- Delegate Effectively
- Monitor Progress
- Improve Skills

Key Topics:

I. Introduction

II. Understanding Delegation

- A. Defining Delegation
- B. Why Delegate?
- C. Recognizing and Dealing with Barriers
- D. Building a Relationship

III. Delegating Effectively

- A. Selecting Tasks
- B. Deciding Which Tasks to Keep
- C. Planning a Structure with Delegation
- D. Considering Roles
- E. Understanding Accountability
- F. Choosing the Right Person
- G. Preparing a Brief
- H. Securing Agreement
- I. Briefing Effectively

IV. Monitoring Progress

- A. Working with Controls
- B. Minimizing Risks
- C. Reinforcing a Delegate's Role
- D. Maintaining the Boundaries
- E. Giving Feedback
- F. Praising and Rewarding
- G. Analyzing Difficulties
- H. Assessing your Ability

V. Improving Skills

- A. Developing Delegates
- B. Appointing Deputies
- C. Developing Yourself Through Delegation