



MANAGEMENT AND LEADERSHIP

A job well done

The art of successful delegation

As a new manager, it's easy to come up with reasons not to delegate work. But these are often excuses to disguise the fact that we want to hold on to jobs we like or that we're scared of losing control of a job. This course will equip you with the skills and confidence to delegate effectively, freeing you to develop in your new role.

Who is the workshop for?

Recently appointed managers or supervisors, or those with experience of delegating but no formal training.

What can I learn?

- How to use delegation to enhance people's commitment, confidence and performance.
- How to decide what to delegate and when not to.
- When to be a 'hands-off' delegator and when to be 'hands-on', by assessing an individual's competence and motivation.
- Improve your coaching skills.
- How to give feedback that helps people improve their performance.
- What to do when staff don't get it right.

What can I expect?

Case studies, activities and discussion will enable you to reflect on and practise your delegation skills. You will take away your own delegation checklist and be encouraged to consider how to apply new ideas and skills to your current work situation.