

# Delegating

*“When I delegate projects to my team, I don’t always get the results I want.”  
“Isn’t it easier to just do it myself?”*

Sometimes it does seem easier to do it yourself. Delegating responsibilities and projects can take time and without clear communication, can lead to misunderstandings and negative results. But delegating does more than just balance the workload – it can help strengthen the bonds of your team. Delegating demonstrates trust and encourages development. It can make a team member feel that his or her job is important and essential to the success of the business unit. However, in order to achieve this result, delegating must be done effectively. Successful delegation requires skill.

## Impact

**Managers and team leaders will be able to:**

**Understand** the role of delegation in time management, resource utilization, job satisfaction and overall team productivity.

**Use** a delegation process that ensures team member participation, involvement, and success so that what needs to be done gets done – properly and on time.

**Establish** a team member’s responsibility and authority for a delegated task – creating a framework for accountability and personal growth.

For over 20 years, we’ve helped thousands of organizations equip managers with the tools they need to succeed. Our experience has proven that management skill level, like the ability to successfully delegate work, has a direct impact on business results. We’ve seen how important it is to take the time to develop team members in order to strengthen their commitment to the success of the organization. That commitment can begin with the increased accountability and responsibility that comes with a properly delegated task.

**Delegating** provides the tools necessary to develop messages that communicate the “what” and the “why” of every delegated task. Focusing on ensuring that the individual understands what is required helps facilitate a successful result – the work is done correctly, and the individual gains the benefits of a new experience and increased confidence and responsibility.

## Program Description

**Delegating** helps managers master the skills needed to effectively assign work to others. By clearly communicating expectations and encouraging participation and involvement, managers can use delegating to develop team members’ skills and abilities. Throughout the workshop, managers will review video presentations and case studies, participate in group discussions, practice new skills, and receive immediate feedback. Managers leave with implementation tools, troubleshooting guides and additional resources to help them apply the skills they have learned on the job. The 4-hour workshop is

designed for 6–18 participants and includes the following:

- Why delegating is important
- How to become an effective delegator
- How to determine what to – and what not to-delegate
- Benefits of delegation

## Course Materials

### **Facilitator Guide**

- Complete instructions on how to conduct the workshop.
- Explanatory text for the trainer, sample trainer narrative, transcripts of video segments and facilitation notes.
- Facilitator Resource CD-ROM containing PowerPoint presentation, additional resources, and reproducible pages from the facilitator guide as well as entire participant workbook.

### **Participant Workbook**

- Exercises, forms, skill practice aids, and a video synopsis.
- Job Aids section with tools and resources for applying the skills learned in the workshop.
- Memory Jogger Card providing a handy reminder of the workshop's skill points.

### **Video**

- Introduction followed by a scenario displaying positive use of the skill points discussed in the program.
- Video segments focusing on modeling positive behaviors for skill practices.
- Scenarios in both office and industrial settings.

*\* Available in Classroom, Web-based, and Blended Solutions.*