

Effective Delegation Skills

Half Day Course

Rating: ★★★★★ 4.8/5



Introduction

One person can only do so much. If you want to achieve more – and create opportunities for others to develop their skills – you must learn to delegate effectively.

Hamilton Mercer's Delegation Methodologies™ help people to increase productivity, optimise efficiency, develop others, and improve overall team performance.

Learning Objectives

Upon completing this course learners will be able to:

- Overcome the 'psychological' and 'practical' barriers that prevent delegation.
- Select the most appropriate people to delegate to, based on their capabilities and commitment levels.
- Communicate persuasively and set clear objectives to reduce misunderstandings.
- Establish suitable tracking guidelines and communication/support channels.
- Deliver constructive feedback and motivational praise, and address skills gaps.

Audience

People of all experience levels and seniority who need to delegate tasks and projects to others. The course is suitable for office and remote-working scenarios.

Return on Investment

Performance outcomes include:

- Productive colleagues who focus on higher 'level' and 'value' work.
- Knowledge-sharing – reduced chance of people becoming indispensable.
- Increased development opportunities and career progression.
- Well-defined processes resulting in fewer unnecessary escalations to managers.
- Engaged workforce enjoying better internal communication, efficiency and morale.



Course Content

Module 1: Delegation Mindset: Benefits, Barriers & Goals

Learning Outcomes

- Audit workload to identify suitable tasks/projects for delegation.
- Shift focus away from an 'Activity Mindset' to an 'Accomplishment Mindset'.
- Spend more time on 'High Value Tasks' by removing 'Productivity Blockers'.

Methodologies

- Introduction to Delegation
- Deciding What to Delegate

Module 2: Delegation Preparation: Enabling Tools, Selection & Decision Making

Learning Outcomes

- Use technology to share 'best practice', optimise efficiency, and increase behavioural consistency.
- Evaluate the capabilities and commitment / motivation levels of others.

Methodologies

- Creating Instructional Content to Support Delegation
- Deciding Who to Delegate to

How to Book

Book Online

<https://hamiltonmercer.co.uk/theportmanestateacademy/>

Email

r.mcnulty@hamiltonmercer.co.uk

Dates, Locations & Timings

The Portman Estate Office

40 Portman Square, London W1H 6LT

Wednesday 12th July 2023: 1:45pm – 5.00pm

Wednesday 7th February 2024: 1:45pm – 5.00pm

Hamilton Mercer's training sessions are

Friendly, Highly Engaging and Humorous.



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This course is part of the **Customer Service
and Personal Development Academy**
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