

## MODULE EXECUTIVE SUMMARY: DELEGATION

<b>Behavioral Expectations:</b>	<b>Module Outline:</b>
<ul style="list-style-type: none"> <li>• Define what delegation is</li> <li>• List reasons why we should delegate</li> <li>• Identify ways to delegate tasks effectively</li> <li>• List reasons why managers/leaders resist delegation</li> <li>• Apply the seven steps to be successful in delegation</li> <li>• Explain ways to monitor your progress</li> <li>• Identify the challenges of delegation and take action</li> <li>• Recognize the “three key ingredients” required for successful delegation</li> </ul>	<p><b>Prerequisite: None</b> <b>Schedule: Half-day session</b></p> <p>This module is designed to teach participants how to delegate tasks effectively. It includes actions plans and assessments which will assist the participant in transferring newly learned skills into the workplace.</p> <p><b>Topics Covered:</b></p> <p><b>Reasons Why We Should Delegate</b></p> <ul style="list-style-type: none"> <li>• Increase productivity</li> <li>• Frees up time to accomplish critical tasks</li> <li>• Develops skills, knowledge, and abilities of associates</li> <li>• Allows associates the opportunity to make decisions</li> </ul> <p><b>Factors That Influence Your Approach to Delegation</b></p> <ul style="list-style-type: none"> <li>• Letting go of the work</li> <li>• Comfort with the task</li> <li>• Organizational supports and barriers</li> </ul> <p><b>The “Three Key Ingredients” of Good Delegation</b></p> <ul style="list-style-type: none"> <li>• The right person</li> <li>• Authority and accountability</li> <li>• Reasons, results, and resources</li> </ul> <p><b>Seven Steps to Effective Delegation</b></p> <ul style="list-style-type: none"> <li>• Choose the right person</li> <li>• Explain the result</li> <li>• Give reasons</li> <li>• Identify resources</li> <li>• Review authority and accountability</li> <li>• Listen and provide support</li> <li>• Establish a feedback system</li> </ul> <p><b>Ways to Monitor Your Progress</b></p> <ul style="list-style-type: none"> <li>• Coaching and Feedback</li> <li>• Problem-Solving</li> </ul> <p><b>Key Learning Points:</b></p> <ol style="list-style-type: none"> <li><b>1.</b> Participants will assess how often they delegate and how to increase their delegation skills.</li> <li><b>2.</b> To be effective in delegating, managers and leaders will learn how to identify the skills, personal attributes and development needs in advance so they are prepared.</li> <li><b>3.</b> Utilize the seven steps to delegate the right task to the right associate and how to monitor the process.</li> </ol>