

Syllabus

COURSE SPECIFICATIONS

DURATION

Training is given in one day (6 hours)

(The content and the duration of this session can be adapted for a personalized on-site training.)

TARGET AUDIENCE

People who wish to learn how to delegate efficiently and adequately.

DELIVERY METHOD :

Instructor-led, group-paced, classroom-delivery learning model with structured, hands-on activities

Follow-up available (Optional)

CERTIFICATION

Training Certificate

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Corporate Training

"Personal Effectiveness" Series

Delegation

DESCRIPTION

This course teaches participants the basic and essential attitudes and techniques to delegate efficiently. Participants will find out why and how they should delegate to obtain the results they expect. They will also learn to understand the impact delegation has on their collaborators, follow up on delegation as required, and implement delegation in their daily work.

OBJECTIVES

Allowing the participant to:

- Acquire tools and techniques that will help them deal with delegation on a daily basis
- Know how to anticipate, analyze the situation, and prepare their delegations
- Motivate and implement the means to ensure the success of delegations
- Be comfortable with delegation follow-up and evaluation.

COURSE CONTENT

Why Should I Delegate?

- Evaluating the realization
- What is delegation?
- Why should I delegate?
- What is the purpose of delegating?
- What should I delegate?
- To whom should I delegate?
- When should I delegate?

Process: Delegating a Job

- Presenting the delegated job to your collaborator
- Clarification & validation
- Evaluating the request
- Mandate and contract
- Mode of operation
- Delegating
- Validating deliverables

Understanding the Impacts of Delegation

- Motivation and confidence
- Recognition
- Highlighting one's self
- Acknowledging accomplishments

Delegating on a Daily Basis

- Setting delegation objectives
- Delegating in a meaningful way
- Preparing delegated jobs
- Presenting a delegated job and negotiating its terms
- Communicating in a motivating way
- Knowing how to listen
- Welcoming and dealing with resistance
- Determining the "rules of the game"
- Coaching a delegated job