

EFFECTIVE DELEGATION SKILLS

INTRODUCTION

Delegation is one of the most important management skills. Done well, delegation is a “Win-Win” for both you and your subordinates. Effective delegation frees management time to allow you to pursue higher leverage tasks or priority goals. It also helps develop your people, groom successors, and retain subordinates. Poor delegation, on the other hand, causes frustrations, demotivates and confuses the other person, and fails to achieve the task or purpose itself. Effective delegations can also make a significant difference to the motivation of the individual and productivity of the team. The resilience of the team to cope with problems and opportunities is increased by the understanding and skills created by effective delegation. The growth of the organization is often limited by the quality of new managers. Effective delegation ensures new managers have a head-start in their roles. This important and practical training program provides the participants with the correct skills, process and approach to delegate effectively.

COURSE CONTENTS: (2 Days Program)

1. Introduction:
 - Definition of delegation.
 - What is and what is not delegation?
 - Benefits of delegation.
 - Why people don't delegate?
 - Barriers to delegation.
2. Leadership role in Delegation
 - Key Principles in delegation.
 - Interaction process of delegating.
 - Developing job skills.
3. Delegation Technique:
 - Checking relevant factors.
 - “Go-For” Delegation Vs “Stewardship” Delegation
 - 5 key steps of Stewardship Delegation.
 - Briefing, reviews, coaching and support issues.
4. Delegation Review Meeting:
 - Manager as coach
 - Checking progress
 - Providing constructive feedback.
5. Exercises:
 - Case study
 - Role play
 - Group discussions
 - Individual quizzes

COURSE OBJECTIVES :

At the end of the course, participants will..

- Understand what delegation means to today's leader and worker.
- Learn the role, value and meaning of effective delegation
- Explore the benefits of and barriers to effective delegation

- Learn how to manage the effective delegation using the correct process and key principles.
- Learn how to follow-up on delegation.

WHO SHOULD ATTEND:

- All Managers, Department Heads, Team Leaders, Supervisors, and professional staff who have people reporting to them officially or unofficially.

ADMINISTRATIVE DETAILS

Duration : 2 days

Time : 9.00am – 5.00pm

Venue : In-house or external training program

TRAINER:

Nelson Kok is a graduate from the Universiti Sains Malaysia, and holds a Master in Business Administration and B.Sc (Hons) degree in Physics. He has more than 19 years of work experience, working with both multinational companies such as AT&T Consumer Products Pte Ltd, Corner Peripherals Sdn Bhd, Read-Rite (M) Sdn Bhd, and as well as local companies such as Globetronics Technology Berhad, Amquest Sdn Bhd and GGN Solutions Sdn Bhd. He is currently an entrepreneur running his own business and also an external consultant to various training providers.

He started his career as a Production Supervisor, Production Manager, HRD/Training Manager, TQM Manager and IT Manager. In the last 5 years, he held the position of General Manager in an Information and Communication Technology (ICT) company where he gained Internet Technology (IT) skills and entrepreneurial experience. Throughout his career, he was a certified trainer for many management, quality and productivity programs such as *5S Good Housekeeping*, *SPC*, *QCC*, *Quality Improvements using 7QC Tools*, *7 Steps Problem Solving*, *QIT*, *TQM*, *MRPII*, *ERP*, *Team Building Program*, *Effective Meetings Workshop*, *Effective Supervisory Skills*, *Problem Solving & Decision Making*, *Effective Time Management*, *Motivation At Work*, *Frontline Leadership Program*, and *7 Habits of Highly Effective People*. He has also conducted many quality audits and was directly involved in company's ISO 9002 and Quality Management Excellence Award (QMEA) certifications. He is currently involved in research, development and marketing of Internet Control Solutions and software packages. Nelson's area of specialization is in helping organizations to achieve higher productivity using proven Management, Quality and IT tools and techniques.