Delegation Skills Workshop
管理者的權責分配技巧

MEDIUM : English / Cantonese   **COURSE CODE :** DSW

A common problem in many organizations today is in the lack of ability or willingness for managers to delegate work and responsibilities effectively. As a result, many managers end up doing most of the technical work themselves while their staffs are working below capacity. Managers who fail to delegate not only become a burnout victim quickly, they also missed an important opportunity to develop their staff.

The purpose of this course is to provide managers the necessary skills to delegate effectively. Skills acquired in this course will result in a happier workforce, more productive relationships, better teamwork, greater harmony and higher morale at the workplace.

Audience Supervisory and management staff

Methodology *Discussions, demonstrations, role-plays, mini-lectures, simulation exercises, games*

What participants will learn

At the completion of the course, participants will be able to:

• Recognize the importance of delegation
• Reduce the risks of delegation
• Identify the key steps in delegating effectively
• Use delegation to motivate

Course Outline

1. Introduction
The program will begin with an experiential game, in which participants will experience the power of leveraging on others through delegation. The game attempts to instill an attitude change, and will be followed by a debriefing discussion on the following points:
• What is the price of not delegating?
• What are the risks associated with delegation?
• What are the benefits of delegation besides getting things done more effectively?
• The risks of delegation

2. Levels of delegation
Through another *case study*, participants will learn of different levels of delegation and their corresponding degrees of control. The discussion in this section will focus on:
• What are the different levels of delegation?
• How can I match an employee's ability to an appropriate level of delegation?

3. Key steps in effective delegation
This section will be a *mini-lecture* followed by a *demonstration* and role-play, where participants will:
• Learn the key steps in delegating effectively
• *Watch a demonstration* on how to carry out the steps
• *Practice* working on the steps
• Listen to feedback

4. Motivating an employee through delegation
Delegation is a great way to motivate an employee. In turn, a motivated employee will complete the delegated assignment much more effectively than someone unmotivated. In this section, through a *case study and discussion*, participants will:
• Learn of the value of delegation in motivating an employee
• Learn how to delegate meaningful work
• Learn how to instill an ownership thinking
• Perform *role play* with feedback