

"If you want to do a few small things right, do them yourself. If you want to do get things and make big impact, learn to delegate" – John C. Maxwell, American author



Program Objectives

- ❖ Understand the meaning of delegation.
- ❖ Learn delegation techniques.
- ❖ Identify the right task and resource for delegation
- ❖ Understand how delegation can help your organisation.
- ❖ Discover why delegation fails.

Learning Modalities

- ❖ Highly Interactive sessions of questions and answers
- ❖ Introduction to various creativity and innovation concepts
- ❖ Pragmatic Case studies from a selection of industries
- ❖ Application of the frameworks and tools
- ❖ Group presentations and debrief

Learning outcomes

- ❖ Understand the principles and processes of delegation
- ❖ Identify appropriate delegation opportunities
- ❖ Positively engage with and delegate to others
- ❖ Maintain control while delegating
- ❖ Assume a broader responsibility of your mastery of delegation

Who should participate

- ❖ Teams in mid to senior management
- ❖ Support and service staff in the organisation
- ❖ Managers and Supervisors responsible for team outcomes
- ❖ Team contributing to the Sales or Service force
- ❖ Employees assuming people manager's role for the first time