

# Delegate To Elevate

**Course Duration: 2-day; Instructor-led**

Time Schedule: 9am-5pm

Lunch: 1:00pm- 2:00pm

Morning Tea-break: 10:30am-10:45am

Afternoon Tea-break: 3:30pm -3:45pm

“Go to the people, learn from them, love them. start with what they know,  
build on what they have. But the best of leaders,  
when their task is accomplished and their work is done,  
‘We have done it ourselves’,  
the people will all remark”

- Lao Tzu, 23 B.C. -

## PROGRAM OBJECTIVES

We have all heard before that, what makes a good worker need not necessarily make a good manager. Similarly, what worked well in the past for a learner may not be sufficient to effectively support the new role of a teacher. The transitional shift for an individual member of any organization to the position of responsibility and leadership is probably the single most challenging factor in organizational life. In every given situation, there is a profound need to transform our thinking about work and relationships by learning new skills and knowledge.

This specially designed 2-day training helps develop and refine delegating skills for both those people starting out in management, as well as those who are more experienced. The course empowers you to optimize the effective functioning of your daily tasks. Your active participation in our program provides you with a rigorous training environment, enabling you to apply and sustain your learning with the aim of forming winning habits.

Delegate To Elevate focuses on the following areas:

- Communication
- Content
- Context
- Critical thinking
- Time management

## LEARNING OUTCOMES

After completing the training, you should be able to:

- Create clarity during delegating
- Handle the new role of leadership
- Manage time effectively
- Resolve tasks efficiently

- Use various communication strategies to conduct effective delegating

## **METHODOLOGY**

To change your direction, shift your thinking.

However long ago you learnt to ride a bicycle, it's likely an experience you've never forgotten. The skill remains with you today. When was your last corporate training program? How much of what was learnt is actively applied in your business today? Are all that remains the workshop manuals left on your shelf?

Our programs are initiatives that last. They encourage new ways of thinking. They open up ways to create extraordinary achievements. We believe individual behavior and attitude contribute significantly to the overall excellence of your organization. So we focus on what really matters.

Our unique methodology of combining experiential, instructional and discovery learning, and supported by modern coaching technology, creates powerful shifts in attitudes and behavior that will encourage sustainable change in your organization. These changes make an impact on results where it matters.

In our programs, you can expect an extensive use of case studies, debriefing, dyads, facilitated coaching, feedback, games and activities, group discussions, lectures, psychodramas, simulations, story-telling and structured instruments.

## **FRAMEWORK AND IMPLEMENTATION**

Our unique experiential framework and implementation empowers you to:

- Delegate tasks with professionalism
- Differentiate between what is important and what is urgent
- Employ effective communication skills to different types of people
- Engage issues honestly, directly and effectively
- Gain commitment to goals and tasks
- Help people to win when delegating
- Identify origins of your present behaviors and remove limiting beliefs about self and others
- Keep agreements
- Lead people and situations professionally
- Manage delegation to get the intended results
- Maximize the effectiveness of time management in delegating
- Prepare for an effective delegation

## **COURSE CONTENTS**

Day 1:

### **Module 1: Interpersonal Communication**

- Building credibility
- The 4 Quadrants
- Our communication style
- Other styles
- Shifting into positive action

### **Module 2: Being Effective In Communication**

- Applying learning in the workplace and relationships
- What others say and do and what is important to them
- What we do more of when communicating with others
- What we avoid doing when communicating with others
- Revealing our blind spots

### **Module 3: Key Pillars In Communication**

- Discovery questioning
- 6 types of questioning
- 3 techniques in discovery questioning
- Active listening
- 6 techniques in active listening

### **Module 4: Principles Of Influence**

- Reciprocity
- Scarcity
- Authority
- Consistency
- Liking
- Social proof

Day 2:

### **Module 5: Delegating**

- Context setting
- Scenario Act
- What we can learn from the bad

- What we can learn from the good
- Definition of delegation

### **Module 6: Types Of Delegation**

- Delegating for results
- Self-assessment
- Tasks that should be delegated
- Tasks that should not be delegated
- Delegation considerations

### **Module 7: Preparing For The Delegation**

- Selecting tasks to delegate
- Selecting people for the assignment
- Describing the assignment
- SMART objectives
- Assignment sheet

### **Module 8: Art Of Delegating**

- Follow-up on assignment
- Conclude the delegation
- Delegation worksheets
- Delegation triad
- 10 questions to ask when you are delegated a task