

# delegating and empowering



Team leaders, supervisors and managers who want to improve their delegation skills and aim to empower their team members



Full day course.

Half-day workshop sessions marked with  $\frac{1}{2}$



Run at your offices or in a virtual classroom

**Delegating is not the same as dumping work. Instead, it's a two-way street. One objective is to free up time for the person delegating but the other is to empower the person they delegated to.**

When managers delegate with emotional intelligence (EI or EQ), they build strong and confident teams.

Participants on this delegation skills training course will learn how to delegate tasks and empower their team members.

## goals

- learn the value of delegating for the delegator
- understand how empowering team members is a sign of great leadership
- identify why they may hesitate to delegate – and why they shouldn't
- improve delegation skills – know how, what, when, where and who to delegate to
- learn to better manage priorities.

**EQ**  
**train**

**You don't have to do everything! Even Batman had Robin.**

# workshop info

Our facilitator will adapt the content and workshop style to the needs of the group. The following is a one-day program outline, which we can cut to a half-day workshop. Topics for half-day option denoted by  $\frac{1}{2}$ . We are happy to tailor topics – please discuss with us.

### introduction and workshop overview

Participants will understand the objectives of the course and link them with their personal learning objectives.

### empowering the team $\frac{1}{2}$

Participants discuss at the start of this course why it is important that they learn how to delegate effectively.

### delegation blockers $\frac{1}{2}$

The group will look at common delegation blockers. They will develop their EQ by becoming aware of their emotions when delegating.

### empowering - it requires effort

Delegation is not the same as handballing. Participants review their own experiences to come up with examples of how having work delegated to them has helped them in their careers so they can draw on this to empower their team members.

### how to delegate? $\frac{1}{2}$

There are several ways to delegate and your choice depends on the situation. Participants learn to flex their delegation style from holding tight reins, to fully empowering team members.

### coaching skills

Coaching skills are integral to good delegating skills. The attendees will learn how to use the GROW model to coach team members: set Goals, assess Reality, generate Options and determine the Will/way forward.

### delegating with EQ $\frac{1}{2}$

So, having agreed that delegating work is a good idea, what does successful delegation look like? The participants will workshop what kinds of tasks they can delegate, to whom, and how.

### helping team prioritise

When managing a team, you may be asked to help prioritise tasks with team members. Participants will discuss different ways to approach helping, so they empower their team members to find their own solutions when they can.

### action plan $\frac{1}{2}$

The most important thing about this delegation skills training is putting things learnt into practice. With the delegation plan they create they will feel empowered to delegate as well as develop their team.



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