



PROFESSIONAL  
EFFECTIVENESS

# The Art of Delegation



## COURSE SPECIFICATIONS



### FORMAT

- In-house



### DURATION

Training is given in one day (6 hours)

(The content and the duration of this session can be adapted for a personalized on-site training.)



### TARGET AUDIENCE

People who wish to learn how to delegate effectively and adequately.



### DELIVERY METHOD

Instructor-led, group-paced, classroom-delivery learning model with structured, hands-on activities. Participants' experiences are used as support to put new notions into action.

Highly personalized and interactive approach, the groups are limited to 15 participants.



### LANGUAGE

Available in:

- French
- English



### CERTIFICATION

Training Certificate



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## DESCRIPTION

The **Art of Delegation** teaches participants the basic and essential attitudes and techniques to delegate effectively. Participants will find out why and how they should delegate to obtain the results they expect. They will also learn to understand the impact delegation has on their collaborators, follow up as required, and implement delegation in their daily work.

## OBJECTIVES

ALLOWING THE PARTICIPANT TO:

- Acquire tools and techniques that will help them deal with delegation on a daily basis
- Know how to anticipate, analyze the situation, and prepare their delegations
- Motivate and implement the means to ensure the success of delegations

## COURSE CONTENT

### FUNDAMENTALS OF DELEGATION

- What is delegation?
- Why should I delegate?
- Attitudes and skills
- Delegating power to the team
- What should I delegate?
- Levels of autonomy

### PROCESS OF SETTING UP DELEGATION

- Deciding to delegate
  - Decision
  - Results
  - Choice of delegatee
- Preparation
  - Evaluate necessity of training
  - Conditions of realization
  - Norms and control
  - Potential risks and solutions
- Presentation and attribution
  - Valorization of collaborator
  - Risk control
  - Task definition
  - Feedback
  - Negotiation
  - Mutual engagement

- Implementation
  - Highlighting realizations
  - Follow-up norms
  - Resources
- Execution
  - Interventions
  - Supervision
  - Control
  - Right to make mistakes
- Validation
  - Assessment
  - Feedback
  - Transfer and follow-up

### PERSONAL ACTION PLAN

