



Effective Delegation

Learning Outcomes and Course Outline (4 - 8 hours)

Delegation is the assignment of authority to another person to carry out specific activities. This is one of the most abused skills in the management repertoire. It often feels like being dumped upon to the delegatee, and can feel like an abdication of power to the delegator. Effective delegation drives authority down through the ranks of the organization. In this course, we will explore the key factors in delegating appropriately and effectively.

This is an interactive course, participants are expected to participate and contribute to the class processes.

Learning outcomes

Participants will be able to:

- Identify behaviors related to effective delegating
- Describe contingency factors influencing delegation

Course Outline

Introduction of topic (activity) and people

Barriers to Delegation

Considerations in Delegating

- Organizational size
- The importance or the duty or decisions
- Project/task complexity
- Organizational culture
- Qualities of employees

Methods for Effective Delegation

- Clarifying the assignment
- Specifying employees' range of discretion
- Allowing employees to participate
- Informing others of the delegation
- Establishing feedback channels and monitoring

Action Planning

Summary and Evaluation