



Delegating for Success

Course Outline



Your business outcomes are our priority. Proving impact in real time.

Aim

To educate management on the basic requirements of good delegation. This generic workshop includes the use of delegation theories as well as some practical tools to ensure completion of projects and tasks.

What Others Had to Say About this Course...

"We have used Staff Training for many of our management workshops and without fail they deliver on the outcomes we require – Thank you for making it so easy for us to do business with you." ~ Sue

Who Should Attend this Course?

This course will benefit Managers at all levels.

Outcome

At the end of this workshop the learners will have the basic knowledge enabling them to set goals and standards, empower other staff, grow in their own positions and recognise the value of a team.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
242817	4	8	Solve problems, make decisions and implement solutions

The unit standards above are an indication of the content of the workshop. Our workshop theories are designed to include the outcomes recommended by SAQA US IDs.

Duration: 1-Day

Content

Topic	Details
What Are the Qualities of a Good Manager?	How to realise your full potential – what does it actually take, what do your subordinates and industry in general expect from you?
Understanding People	- Why we relate really well to some people and simply don't understand others. - A module on personality profiling and how to effectively implement the knowledge from a management perspective, team analysis, senior management analysis, self-analysis
Understanding the level of expertise you are dealing with	The use of the conscious/unconscious learning matrix to ensure that you all start on the same page
Time and Delegation	Understanding the impact of time on delegation
Understanding Your Management Style	- Analysing and understanding the impact your personal style has on you - Understanding the impact of your personal style on others
Delegation	- Understanding the aspects of delegation - Why we delegate - Who to delegate to? - How to delegate - When to delegate - Ensuring feedback is timeous and useful - Ensuring standards are upheld - Granting authority and autonomy
Setting Clear delegation goals through the use of delegation tools	- The use of the logical framework as a delegation tool - The use of the mini project management approach in delegation
Getting the Authority Levels right	Setting business and personal standards – this is a very short module, but should a client wish to have a specific issue highlighted the trainer is more than capable of doing so on the day
Giving Constructive Feedback	- Using various communication tools to ensure that your feedback remains positive and empowering - Kiss Kick method - BEEF method

Optional Purchases

When ROI and Implementation Matter

At Staff Training, we understand that each individual and/or organisation has unique needs and goals. We have developed a range of valuable, but optional purchases to maximise your training outcomes:

SETA Accredited Training Options

Most of our workshops are aligned with SETA Accredited unit standards, or you can opt for the fully accredited version of your workshop choice. This includes a certificate of competence when successfully completed. All other certificates are certificates of attendance.

The Afterburner

Afterburners are additions to selected workshops. These continued learning courses include a re-cap of material covered during the workshop and continue to expand on both knowledge and skills development for the workplace.

Skills Check

Skills Checks are extremely useful in the measurement of ROI of soft skills training. This tool is structured to help the learner improve on the implementation of new skills through a goal-driven process of accountability and reflection.

LevelUp Coaching

A 2-hour, one-on-one coaching option for those who would like to address and build on the knowledge they gained during training. Converting theory into practice under the tutelage of an experienced coach.

PowerPath Coaching

A powerful investment into your future leaders. One-on-one leadership coaching with the globally acclaimed Enneagram as the self-mastery tool.

Staff Training is an accredited IEQ9 Provider. Our Enneagram offerings include a SETA Accredited version of a leadership development workshop as well as an emotional intelligence and Enneagram combination. You can also explore our specialist hybrid offerings of workshops and coaching below.

[Enneagram Group Coaching Journey](#)

[Enneagram: Insight to Action](#)