



## **1 COURSE OUTLINE**

Course: Effective Delegation and Motivation Training for Business Professionals

Contact Hours: 12 Contact Hours

Pre-requisite: None

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### **1.1 Abstract**

One of the key skills of effective management is achieving success through others, enabling your team to develop their competencies and attain performance standards. This course provides participants with skills required to effectively delegate tasks and motivate staff. Participants will also learn how to use effective delegation as a key development tool to motivate and challenge their people.

### **1.2 Target Audience**

This course is ideal for team leaders, supervisors and managers who want to enhance their own productivity, as well as the performance of their teams, by delegating tasks and projects to their team members while keeping them motivated.

### **1.3 Learning Outcomes**

In this course participants will learn how to:

1. Identify the benefits of effective delegation
2. Use a structured approach to delegate responsibilities
3. Identify common delegation pitfalls and learn how to avoid them
4. Use appropriate techniques for providing employee feedback
5. Explain motivation theories
6. Identify techniques for working with unmotivated employees



## **1.4 Topics Covered**

### **Session 1: Key Principles in Delegation**

- Defining delegation
- Benefits of effective delegation
- Challenges in delegating
- Delegation self-assessment

### **Session 2: The Process of Delegation**

- When to and when not to delegate
- How to delegate effectively
- Steps in the delegation process
- Responsibility, authority and accountability

### **Session 3: Motivating Your Team**

- Defining motivation
- Exploring motivation theories
- Guidelines for motivating employees

### **Session 4: Delegation & Motivation in Practice**

- Ensuring effective communication
- Providing on-going coaching and feedback
- Case study