



# **VIRTUAL INSTRUCTOR-LED TRAINING**

## **THE ART OF DELEGATING EFFECTIVELY (1 DAY)**

**A Specialised Kwelanga Training Programme**

---

### **INTRODUCTION**

Effective delegation is one of the most valuable skills you can master. It reduces your workload and develops employee skills. Although one of the hardest skills to master, the skill can be learned.

Delegating prepares employees who work for you to be able to handle your responsibilities and simultaneously allows you to advance to other career opportunities within your organization.

This one-day workshop will explore many of the facets of delegation, including when to delegate and whom to delegate to. The delegation process will also be worked through step by step and techniques on how to overcome problems will be discovered.

### **WHAT THIS COURSE CAN DO FOR YOU...**

- Clearly identify how delegation fits into your job and how it can make you more successful
- Identify different ways of delegating tasks
- Use an eight-step process for effective delegation
- Give better instructions for better delegation results
- Recognize common delegation pitfalls and how to avoid them
- Monitor delegation results
- Give effective feedback

### **TARGET AUDIENCE**

Employees who are in a position to delegate, whether as a Team Leader, Supervisor or Manager.

### **COURSE CONTENT**

#### **Pre-Assessment**

#### **Why Delegate?**

- Advantages and disadvantages
- Delegation do's and don'ts

## **What is Delegation?**

- Delegation definitions
- The four steps to delegation
- Deciding what to delegate
- The five levels of delegation
- Guidelines for success
- Lateral delegation
- Pre-assessment review

## **Picking the Right Person**

- Demonstrated skill
- Employee motivation
- Employee workload
- Matching skills and people

## **The Delegation Meeting**

- The eight step approach

## **Putting it into Practice**

- Prepare to delegate
- The decisions needed

## **Giving Instructions**

- Three types of instructions – Orders, Requests, Suggestions
- Preparing instructions

## **Monitoring Delegation**

- How Do you Monitor?

## **Giving Feedback**

- The ingredients of good feedback
- Characteristics of effective feedback

## **Becoming a Good Delegator**

- Characteristics of effective delegators

## **Personal Accountability & Commitment Plan**

## VIRTUAL INSTRUCTOR-LED TRAINING

Participants “attend” virtual classroom training, through the Zoom on-line platform, without having to travel to and from the classroom each day. Courses are divided into several shorter sessions to minimise operational disruptions and improve knowledge retention.

Training is facilitated in real-time, providing the benefit of hands on learning. Delegates interact with the facilitator and each other, as with any other classroom experience. This allows for a cooperative learning environment, where participants can share knowledge, engage in positive discussions and work together.

### Benefits of Virtual Instructor-Led Training

- + Virtual training provides flexibility to both the client/delegate and facilitator.
- + Delegates are active participants rather than relying entirely on the instructor.
- + Virtual training is conducive to a more fluid exchange of ideas, focused real-life scenarios and an intensified level of engagement.
- + Information is shared through video, documents, and written notes with learners in real-time.
- + Delegates who have internet connection can learn at anytime and anywhere.
- + Delegates can participate in discussions and ask questions at any time.
- + Breakout rooms allow delegates to work in groups and complete activities in teams which allows for a rich interactive experience.
- + Access to expert facilitators who may otherwise be unable to visit workplaces due to unforeseen circumstances.
- + Use of slides and video clips enhances virtual learning.

## POST COURSE ASSISTANCE

### “Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing FREE access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation. Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.



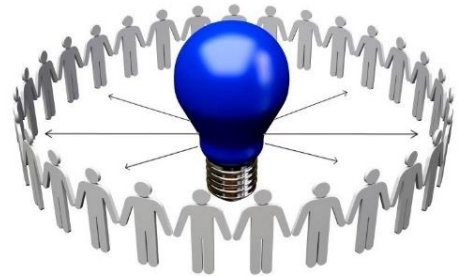
### Personal Accountability & Commitment Plan

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the workplace. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

## On-Line Knowledge Hub

All delegates attending Kwelanga Training courses have **FREE** access to post course on-line resources. Up-to-date, convenient and easily accessible information, relevant to the programme attended, is available. Tools include case studies, articles, exercises and other valuable information which will reinforce course content and assist in transferring knowledge and skills to the workplace.



## OUR COMMITMENT TO YOU ...

### *Kwelanga Training's Commitment*

***To develop and inspire each individual to be the best that they can be.  
To assist clients in the transfer of skills and positive behaviour change.***

For more information contact us on:

Email: [info@kwelangatraining.co.za](mailto:info@kwelangatraining.co.za)

Johannesburg: +27 11 704 0720

Cape Town: +27 21 683 4084

Durban: +27 31 266 2808

Website: [www.kwelangatraining.co.za](http://www.kwelangatraining.co.za)