



**Derek Hendrikz Consulting Presents:**  
**Effective Delegating**

|                              |                                      |
|------------------------------|--------------------------------------|
| <b>Duration:</b>             | 2-days                               |
| <b>Max. Participants:</b>    | 20                                   |
| <b>Facilitators:</b>         | 1                                    |
| <b>NOF Level:</b>            | 5                                    |
| <b>Total Credits:</b>        | 4                                    |
| <b>SETQAA Accreditation:</b> | Services SETA – Decision Number 2072 |

**About the workshop:**

This dynamic workshop is aimed at giving managers the necessary knowledge and skills on how to effectively delegate tasks and objectives within the workplace. The programme covers all aspects of effective delegation, from defining accountability and roles, getting team participation to the review and evaluation of delegated tasks. It is recommended that managers and supervisors on all levels attend this programme.

**The workshop outcome:**

On completion of the programme participants should have the necessary knowledge and skills to effectively delegate tasks and objectives within the workplace.

**SETQAA Accreditation:**

For accreditation purposes the learner will have to prove competence in the following unit standard:

| <b>Unit Standard:</b>  | <b>US Number:</b> | <b>Credits:</b> |
|--|-------------------|-----------------|
| Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks. | 15224             | 4               |

Participants will be assessed on the following specific outcomes:

1. Recognising team member performance.
2. Encouraging participation in decision-making.
3. Delegating tasks.
4. Reviewing decisions and the progress with delegated tasks.

**Training methodology:**

The methodology is based on interactive learning, i.e. learners will learn by doing. Furthermore learners will use examples from their own organisations, thus ensuring that the learning is anchored at their workplace. As with all DHC training programmes, we strive to effect actual change back at the workplace through effective and practical outcomes based training.

## Programme:

| Time:       | Day 1:                               | Day 2:                                 |
|-------------|--------------------------------------|--|
| 08:00-10:00 | Orientation to effective delegation. | Participation in decision-making.      |
| 10:00-10:30 | <i>Convenience Break</i>             |  |
| 10:30-12:30 | Delegation in practice.              | The art of effective delegation.       |
| 12:30-13:30 | <i>Lunch</i>                         |  |
| 13:30-15:00 | Whom to delegate to?                 | Reviewing progress on delegated tasks. |
| 15:00-15:15 | <i>Convenience Break</i>             |  |
| 15:15-16:00 | Day Review.                          | Workshop Review & Evaluation.          |

**Who Should Attend?**

- Senior and middle managers.
- Supervisors & team leaders.
- Any person interested in knowledge and skills in the area of effective delegation.

**Day 1:*****Orientation to effective delegation:***

- Various forms of delegation.
- Most important factors in successful delegation.
- Reasons why delegation fails.
- The impact of ineffective delegation.

***Delegation in practice:***

- Delegation styles.
- The purpose and objectives of delegation.
- Understanding accountability.
- The importance of relationships in delegating tasks.

***Whom to delegate to?***

- Defining roles, accountability & performance outcomes.
- Giving feedback on performance expectations.
- Choosing the right person to delegate to.
- Maintaining the boundaries.
- Coaching and mentoring the delegate.

## Day 2:

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### *Participation in decision-making:*

- Including team members in the decision-making process.
- Encouraging team innovation & solutions.
- Encouraging team members to provide and select options.
- Using team participation as delegation tool.

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### *The art of effective delegation:*

- Selecting task for delegation.
- Preparing a brief.
- Contracting specific outcomes.
- Effective delegation techniques.

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### *Reviewing progress on delegated tasks:*

- Control systems.
- Reviewing delegated tasks.
- The evaluation process.
- Implementing corrective measures.

## Derek Hendrikz Consulting cc:

(1997/060793/23)

- Tel: 012 567 2824
- Fax: 012 543 3292
- E-mail: [hello@derekhendrikz.com](mailto:hello@derekhendrikz.com)
- URL: [www.derekhendrikz.co.za](http://www.derekhendrikz.co.za)
- P. O. Box 14557, Sinoville, 0129, South Africa



**Beyond Comparison!**