



Palomino Training Solutions
specialists in corporate training

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Delegation & Motivation Training (1 day)

Course Overview

Fact: Managers and Supervisors lose hours each week through ineffective delegation techniques and lack of motivation.

Delegation is one of the hardest skills for a manager to master. However, the skill can be learned. This workshop will explore many of the facets of delegation: when to delegate, and who to delegate to. We will also go through the delegation process step by step, to see where the pitfalls lie, and what we can do about getting around them.

We will also look at why employees who feel they are valued and recognised for the work they do are more motivated, responsible, and productive. This workshop will help supervisors and managers create a more dynamic, loyal and energised workplace. It is designed specifically to help busy managers and supervisors understand what employees want, and to give them a starting point for creating champions.

This workshop includes dynamic trainee/trainer interactions and discussions, written and oral exercises, case studies, reflection, quizzes and a workbook for each participant to take back to the workplace.

Target Audience

This workshop is designed for supervisors, team and/or section leaders who are relatively new to their role or who have had little or no previous training in the basics of people management.

Course Outline

Section One: Introduction and Course Overview

Section Two: Why Delegate?

Section Three: What is Delegation?

- Four Steps to Delegation
- Five Levels of Delegation
- Degrees of Delegation
- When to Delegate
- Preparing for Delegation
- What to Delegate
- Assessing Delegation

Section Four: Picking the Right Person

Section Five: The Delegation Meeting

- Five Steps
- Role Play



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Section Six: Giving Instructions

- Vague Instructions

Section Seven: Monitoring Delegation

- How do you Monitor

Section Eight: Giving Feedback

- The importance of giving Feedback
- The Sandwich Technique
- Top Feedback Tips

Section Nine: Becoming a Good Delegator

Section Ten: Motivation Defined

Section Eleven: Motivational Theories

- Herzberg's Motivational Theory
- Maslow Hierarchy of Needs

Section Twelve: Object-Oriented Theory

- Carrot, Whip, Plant

Section Thirteen: Reinforcement Theory

Section Fourteen: Expectancy Theory

Section Fifteen: A Motivational Checklist