

DELEGATION SKILLS



GENTEX[®]
TRAINING CENTER



Introduction

Effective delegation multiplies a manager's output and develops the team at the same time. The Delegation Skills Training Course teaches leaders how to hand over work with clarity, authority, and proper support. Participants examine why managers hold on to tasks, how to match work to the right person, and how to set outcomes instead of instructions. Furthermore, the programme covers briefing, monitoring, coaching, and accountability without micromanagement. Delivered by Gentex Training Center over five days, this programme suits managers, supervisors, and team leaders who carry heavy workloads. As a result, participants free their own time for strategic work and build capable, confident teams.

Delegation Skills Course Objectives

- Explain the difference between delegation, task assignment, and abdication.
- Identify personal barriers to delegation, including perfectionism and fear of losing control.
- Apply the Situational Leadership model to select the right delegation style.
- Classify tasks using the Eisenhower Matrix and the urgent-important framework.
- Match tasks to team members with competence, capacity, and development assessments.
- Write delegation briefs with clear outcomes, constraints, resources, and deadlines.
- Set SMART objectives and define decision rights with a RACI matrix.
- Coach and support delegates using the GROW model.
- Monitor progress through checkpoints, milestones, and exception reporting.
- Give constructive feedback and handle delegation that goes off track.

Course Methodology

- Interactive sessions built on recognised leadership frameworks.
- Diagnostic exercises on personal delegation habits and workload patterns.

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Info@gentextraining.com



- Task analysis workshops using the Eisenhower Matrix and time logs.
- Role-plays covering briefings, difficult handovers, and coaching conversations.
- Team simulations that test monitoring and escalation decisions.
- Action planning that converts insight into real delegation commitments.

Who Should Take This Course

- Managers and department heads with large operational workloads.
- Team leaders and supervisors in first-line management roles.
- Project and programme managers leading multidisciplinary teams.
- Senior specialists moving into people management positions.
- Business owners and entrepreneurs managing growing teams.
- Human resources and training professionals supporting manager development.
- Professionals who frequently feel overloaded by day-to-day tasks.

Delegation Skills Course Outlines

Day 1: Why Delegation Fails and Why It Matters

- Definitions: delegation, task assignment, coaching, and abdication.
- Personal barriers: perfectionism, control, guilt, and imposter feelings.
- Organisational barriers: unclear roles and unclear decision rights.
- The cost of doing everything yourself.
- Delegation as a development tool for succession planning.
- Time audit and workload analysis exercise.
- Self-assessment: personal delegation readiness.





Day 2: Choosing What to Delegate

- The Eisenhower Matrix: urgent, important, and the four quadrants.
- Identifying high-value work that only the manager can do.
- Task analysis: complexity, risk, frequency, and repeatability.
- Documentation and standard operating procedures.
- Building a delegation register and priority list.
- Recognising tasks that must stay with the manager.
- Workshop: auditing a real weekly workload.

Day 3: Choosing Who and How to Hand Over

- Competence, capacity, and motivation assessment tools.
- Situational Leadership: directing, coaching, supporting, and delegating styles.
- Development levels and matching style to person.
- Writing a delegation brief: outcome, scope, authority, and resources.
- Setting SMART objectives and milestones.
- RACI matrices for decision rights and accountability.
- Role-play: briefing a delegate on a complex assignment.

Day 4: Coaching, Support, and Accountability

- The GROW model: goal, reality, options, and will.
- Asking questions instead of giving answers.
- Checkpoints, reporting rhythms, and exception reporting.
- Coaching versus directing at each stage of the task.
- Handling mistakes, learnable failures, and recovery plans.

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- Feedback techniques: specific, timely, and behaviour-based.
- Practice: a coaching conversation with a struggling delegate.

Day 5: Monitoring, Review, and Delegation Culture

- Progress tracking with milestones and simple dashboards.
- Early warning signs of delegation risk.
- Escalation paths and clean re-entry when tasks go wrong.
- Recognition, credit-sharing, and motivating delegates.
- Building a delegation habit for the whole team.
- Creating a 90-day personal delegation improvement plan.
- Group presentations, peer review, and course consolidation.

Conclusion

By successfully completing the Delegation Skills Training Course, participants will have acquired practical knowledge of the Situational Leadership model, the Eisenhower Matrix, SMART objective setting, RACI accountability, the GROW coaching model, and structured progress monitoring. In addition, they will delegate with clarity and develop their teams deliberately. Gentex Training Center delivers this programme through applied exercises and real workplace scenarios, so participants return ready to delegate effectively from the first week.

FAQs

Q1 What is the "Delegation Skills" course about?





The course teaches managers how to transfer work to others while keeping accountability and quality under control. It covers what to delegate, how to select the right person, how to brief clearly, how to coach, and how to monitor progress.

Q2 What are the key benefits of the "Delegation Skills" course?

Participants recover significant time for strategic and high-value work. Furthermore, they develop team capability, increase engagement, and reduce burnout risk. As a result, tasks move faster, decisions sit closer to the work, and the team performs better without added headcount.

Q3 What skills will I gain from the "Delegation Skills" course?

Participants gain task selection and prioritisation, delegation briefing and objective setting, coaching and development of delegates, and progress monitoring and accountability management. These four skills combine to raise both personal productivity and team performance.

Q4 What tools, methods, or standards are covered in the "Delegation Skills" course?

The programme uses the Situational Leadership model, the Eisenhower Matrix, time audits and task analysis, SMART objectives, RACI matrices, delegation briefs and registers, the GROW coaching model, exception reporting, and structured feedback techniques.



Q5 How is the "Delegation Skills" course applied in real-world practice?

Managers apply it when assigning projects, covering for absences, preparing successors, scaling a growing team, and reducing personal bottlenecks. In addition, they use it to hand over recurring reports, client tasks, and operational routines while retaining oversight.