

THE ART OF DELEGATION



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TRAINING CENTER



Introduction

Managers who try to do everything themselves limit their teams and stall their own progress. Delegation, done well, multiplies capacity and develops people at the same time. This The Art of Delegation Training Course gives participants a practical system for assigning work with clarity, choosing the right person, and following through without micromanaging. Furthermore, it covers task analysis, authority levels, briefing techniques, and accountability frameworks that fit real management life. Participants also learn to handle resistance, correct course when needed, and delegate upwards and sideways. As a result, they gain back time for strategic work while building stronger, more capable teams.

The Art of Delegation Course Objectives

- Assess which tasks to delegate, retain, or redesign using task-value analysis.
- Match tasks to the right person using skill-willingness and competency grids.
- Set authority levels clearly with the five-level delegation ladder.
- Write delegation briefs covering outcome, scope, deadline, and resources.
- Apply SMART goal-setting to delegated assignments.
- Use structured check-ins instead of constant supervision.
- Coach team members through assigned work using the GROW model.
- Handle mistakes and course corrections without losing trust.
- Manage accountability with clear ownership and reporting lines.
- Delegate upwards and across peers effectively.

Course Methodology

- Interactive workshops built around real delegation challenges.
- Task analysis exercises using live participant workload data.
- Role-play for briefing, coaching, and follow-up conversations.

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- Case studies from team, project, and cross-departmental settings.
- Self-assessment of delegation habits and control preferences.
- Action planning that links each technique to the participant's own team.

Who Should Take This Course

- New and experienced managers leading teams of any size.
- Team leaders and supervisors moving from doing to directing.
- Senior specialists taking on people-management responsibility.
- Project managers distributing work across contributors.
- Department heads balancing strategic and operational duties.
- Professionals preparing for their first leadership role.

The Art of Delegation Course Outlines

Day 1: Why Delegation Matters and What Blocks It

- Defining delegation versus task dumping.
- Identifying personal barriers: perfectionism, control, and guilt.
- Recognizing organizational barriers to delegation.
- Measuring the cost of doing everything yourself.
- Assessing team capability and readiness honestly.
- Exploring delegation as a development tool.
- Completing a personal delegation-habits assessment.

Day 2: Deciding What and Whom to Delegate

- Analyzing tasks using value, risk, and repeatability criteria.



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- Applying the Eisenhower Matrix to separate urgent from important.
- Matching tasks to people with skill-willingness grids.
- Identifying growth assignments for each team member.
- Building a delegation map for an upcoming period.
- Setting priorities across multiple delegated items.
- Reviewing workload balance before assigning.

Day 3: Briefing, Authority, and Clear Expectations

- Writing delegation briefs with outcome, scope, and deadline.
- Setting SMART goals for delegated work.
- Choosing the right authority level on the delegation ladder.
- Clarifying resources, budget, and decision rights.
- Confirming understanding with teach-back questions.
- Documenting agreements to prevent later disputes.
- Practicing briefings in role-play scenarios.

Day 4: Coaching, Follow-Up, and Support

- Choosing tracking methods over micromanagement.
- Running effective check-ins at agreed milestones.
- Coaching with the GROW model when progress slows.
- Asking questions that build ownership and problem-solving.
- Giving feedback with the SBI model on delegated work.
- Handling mistakes with learning-focused responses.
- Adjusting delegation when circumstances change.





Day 5: Accountability, Recognition, and Delegation Culture

- Building accountability with clear ownership and deadlines.
- Recognizing effort and results fairly.
- Managing consequences when commitments are missed.
- Delegating upwards and sideways with influence.
- Creating team norms that make delegation safe.
- Reviewing outcomes and refining the approach.
- Preparing a 90-day delegation action plan.

Conclusion

By successfully completing The Art of Delegation, participants will gain the knowledge to decide what to delegate, choose the right person, and set clear expectations that produce results. They will acquire skills in task analysis, briefing and authority setting, coaching follow-up, and accountability management that work with real teams. Gentex Training Center builds this course around practical exercises, so learners return ready to free their time, develop their people, and lead with greater confidence.

FAQs

Q1 What is "The Art of Delegation" course about?

It teaches managers how to assign work effectively rather than simply handing it off. The course covers task selection, matching work to people, briefing with clear authority levels, coaching follow-up, feedback, and accountability practices that develop team members.



Q2 What are the key benefits of "The Art of Delegation" course?

Participants reclaim time for strategic priorities, raise team capacity, and develop employees for greater responsibility. They also reduce bottlenecks and burnout, improve delivery consistency, and build trust through clear expectations. In practice, delegation becomes a growth tool rather than a risk.

Q3 What skills will I gain from "The Art of Delegation" course?

You will gain task analysis and delegation planning, briefing and authority setting, coaching and follow-up, and accountability and recognition management. These four skills work together to move work off your desk while keeping results on track.

Q4 What tools, methods, or standards are covered in "The Art of Delegation" course?

The course covers the Eisenhower Matrix, skill-willingness and competency grids, the five-level delegation ladder, SMART goal-setting, delegation briefs, structured check-in schedules, the GROW coaching model, the SBI feedback model, and accountability tracking templates.



Q5 How is "The Art of Delegation" course applied in real-world practice?

Participants analyze their own workload, build a delegation map for their team, and practice briefings through role-play. They then run structured check-ins and coaching conversations at work, adjust assignments as conditions change, and track outcomes against a personal action plan.