

Delegating with confidence: techniques and best practices

Duration: 0,5 day

Audience: Gestionnaire

Who is this training for?

Managers at all levels

Training objectives

- Explain the importance of delegation for managers, employees, teams, and the organization as a whole
- Recognize gray areas and identify pitfalls to avoid
- Identify the components of clear communication to enhance its impact
- Learn the process of successful delegation

Summary

The Delegating Effectively with Confidence course is designed to help managers master the art of delegation. Through interactive activities, group discussions, and hands-on exercises, you'll learn how to identify the benefits of delegation, avoid common pitfalls, and adopt the right management postures. The program covers the essentials of communication, the three-step delegation process, and the key roles of the manager. This course aims to strengthen delegation skills to improve team efficiency and engagement.

Course outline

Fundamentals of delegation

- Definition and benefits of delegation
- Psychological brakes and common excuses to avoid delegating
- Legitimate reasons for not delegating

Pitfalls and grey areas

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Common mistakes: micro-management, unclear instructions, mismatch of skills

- Grey areas in delegation and how to manage them

The delegation process in 3 steps

- Step 1: Preparation (objective)
- Step 2: Delegation and discussion (clarity, validation, responsibilities)
- Step 3: Follow-up (summary, next steps, feedback)

Communication and leadership posture

- Rule 7-38-55: Impact of words, tone and body language
- Leadership postures: Expert, Supervisor, Leader, Coach
- Physical and mental posture for confident delegation

Conclusion

Approach and methodology

Learning about yourself and the content. Learning together. The workshop is highly interactive, allowing participants to: Increase their level of engagement. Share and learn from the experiences of other participants. Use real-world examples from the workplace to reinforce learning. Learning in action. Experiential activities promote the awareness essential for sustainable change, allowing the emergence of concrete and applicable knowledge. At the end of the workshop, participants make a commitment to themselves, their team, and their manager. This commitment consists of integrating the principles learned into their daily routine, thus ensuring the transfer and optimal application of knowledge.

Recommendations

- Participants are invited to reflect on their current delegation practices and to bring a concrete situation to work on in order to maximize learning.
- Participants should also be open to experimenting with new approaches and quickly applying the tools in their management context.