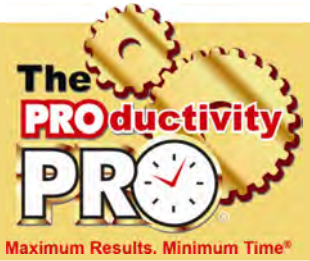


EFFECTIVE DELEGATION TECHNIQUES

Achieving Great Results Through Others



PROGRAM DESCRIPTION

Do you work ten hours a day? Do you take work home on weekends? One symptom of overwork is improper delegation. Productive people know how to get help and delegate. John F. Kennedy surrounded himself with smart people and told them about his goal. He said, “Within ten years, we’re going to put someone on the moon.” He never told anyone *how* to do it, but it happened anyway. Delegation is an extension of your own hands: the more you can multiply your hands, the more successful you can be.

COURSE OBJECTIVES

» Understand why you should delegate and why you aren’t delegating enough.	» Avoid reverse delegation of a task back to you.
» Learn the symptoms of poor delegation.	» Learn an 8-step delegation process.
» Identify which of your activities you should delegate.	» Motivate people to rally to the cause and increase productivity through greater effort.
» Delegating accountability, authority, and responsibility: what’s the difference?	» Motivating employees in an environment of uncertainty and change.
» Choose the right person for the task.	» Use Microsoft Outlook to create and track task requests.
» Avoid over-delegating to one person.	» Track a delegated item through completion.
» Gain employee participation and buy-in.	» Give constructive feedback throughout the process.

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The Productivity Pro, Inc., 9948 Cottoncreek Drive, Highlands Ranch, CO 80130

Phone: (303) 471-7401 ☎ Web: <http://www.TheProductivityPro.com> ☎ Email: Laura@TheProductivityPro.com