

DELEGATION AND MOTIVATION

Key focus

1. Increase overall organizational effectiveness
2. Know the importance of motivation and how motivation can contribute to business performance

Who will benefit

This course is suitable for all Management staff and anyone aspiring to be corporate leaders

Methodology

This course will be conducted through interactive lectures, PowerPoint presentation, video presentation, role-play, and group discussions.

Take The Next Step

Day one

Module 1 – Delegation

- ▶ What is delegation?
- ▶ The benefits of delegation
 - From the manager perspective
 - From the employee perspective

0900-1030

Morning tea break

1030-1045

Module 2 – Barriers to Delegation

- ▶ Its no my job to do all the work
- ▶ Lack of knowledge on what to delegate
- ▶ Its best I do it myself
- ▶ Unsure how outcome would turn out to be
- ▶ Sense of Insecurity

1045-1300

Lunch

1300-1400

Module 3 – The process of delegation

- ▶ Step one: Decide which to delegate
- ▶ Step two: To whom and why
- ▶ Step three: Discuss with the individual

1400-1530

Afternoon tea break

1530-1545

- ▶ Step four: The performance of a task
- ▶ Step five: Evaluation flowing the performance of the task

1545-1700

Take The Next Step

Day two

Module 4 – Getting the Best out of People

- ▶ What is motivation?
 - Be motivated yourself
 - Select people who are highly motivated
 - Treat each person as an individual
 - Set realistic and challenging targets
 - Use progress as a tool for motivation
 - Provide fair rewards
 - Give enough recognition?

0900-1030

Morning tea break

1030-1045

Module 5 – Creating a Motivating Workplace

- ▶ Definition of motivation
- ▶ Internal Motivators and external motivators
- ▶ Manager Actions
 - Six Criteria Employees Use to Evaluate Managers
 - Meeting basic needs of employee

1045-1300

Lunch

1300-1400

Module 6 – How to Build a Champion Team

- ▶ 4 Components to Building High Performance Teams
 - Assume a Leadership Role
 - Invest in Team Development

1400-1530

Afternoon tea break

1530-1545

- Learn to Manage Conflict
- Believe in Team Empowerment
- ▶ Group Discussion

1545-1700

Take The Next Step