

# Steps to Successful Delegation

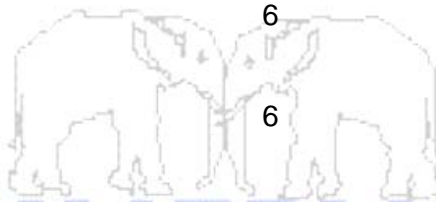


The assignment of responsibility and accountability  
for specific outcomes or achievements  
to a specific individual or organisation unit.

The **delegation** can be temporary or permanent.

**"A day without learning and laughter is lost"**  
วันที่ปราศจากการเรียนรู้และเสียงหัวเราะ คือวันที่สูญเปล่า

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## 1. Purpose

The purpose of this document is to propose a program for your Junior through to your executive management team to improve their Delegation skills.

## 2. Proposed Course Title

Steps of Successful Delegation Skills Workshop

## 3. Introduction

Delegation is not the giving out of tasks or 'jobs to be done'. Normally, a delegated task takes more than a short time frame to complete. It does not involve telling people what to do, rather it involves explaining the outcomes and results they are expected to achieve. They are then expected to work out the 'how' and the steps involved.

The manager or team leader making the **delegation** is still involved; however, the extent of that involvement will vary depending on the existing knowledge and skill levels of the employee receiving the **delegation**. If the employee is very experienced, the manager's involvement will be minimal. If the employee is inexperienced, the manager may provide more support, as the **delegation** is clearly being treated as a development exercise.

In either case, the person receiving the **delegation** decides what has to be done to achieve the desired result. It is the level of guidance provided by the manager or team leader that varies

Too many team leaders and managers see the allocation of tasks as **delegation**. Whilst the dividing up and allocation of work tasks is still essential, it should not be confused with **delegation**. As the **delegation** definition shows, there is a subtle but important distinction.

Responsibility and accountability are important. So is thinking about the work you are doing. It can make even mundane tasks more interesting.

Rather than delegate many managers and team leaders state that it is easier to "do it myself". Past **delegation** failures lead to the belief that "it is quicker and easier to do it myself".

Delegation is not easy. However, that is an excuse rather than a reason.

#### 4. Learning Objectives

**By the end of this training you will be able to:**

ในตอนท้ายของบทเรียนนี้ คุณจะสามารทำสิ่งเหล่านี้ได้ :

- Describe the four elements to good communication
- Thermometer Scale of Delegation
- Why people do not delegate
- The benefits of effective delegation
- What needs to be considered before delegating
- What should and should not be delegated
- Barriers to delegation
- The 6 steps to effective delegation



## 5. Who Should Attend

The course is designed specifically for the level attending from Supervisory level, junior management, executive team through to director level.

## 6. Methodology

Visual, oral, audio, games and role plays will be the key methodology used. The medium of instruction shall be in English with some Thai speaking and a 100% PowerPoint presentation and workbook in both English & Thai languages, if required.

We fully understand and adhere to the principles that you only remember:-

20% of what you hear

30% of what you see

50% of what you hear and see

70% of what you hear, see and say

90% of what you hear, see, say & **DO** !

**Our training spends more time  
'doing' and less time 'listening'**

The Steps of Successful Delegation Skills Workshop uses a PowerPoint presentation and accompanying workbook which are both in English & Thai languages to maximise understanding.

During the training the participants work through their workbooks filling in areas which are presented to them and are discussed to reinforce their understanding and aid their memory.

## 7. Proposed Program

See attached Steps of Successful Delegation Skills Training Slides; just some examples of what is covered, discussed and expanded upon during the training.

## 8. Materials

Intellectual property rights of the training materials, except copyrighted materials, all belong to **Minerva English Training Co.; Ltd** (Thailand)

## 9. Investment:

**MINERVA Training Asia** interactive Steps of Successful Delegation Skills Workshop includes the following:

- ✓ 1/2 day courses  
(No additional charges for weekends, public holidays)
- ✓ English & Thai materials for all participants
- ✓ Expected participants minimum of 6 up to 18 people
- The client would be responsible for providing the following
  - ✚ Suitable Training Venue
  - ✚ Notebook compatible Projector
  - ✚ Refreshment throughout the course
- Total course fees upon request
- Payment terms: 50% upon confirmation and 50% upon commencement of program

## 9. TAX INCENTIVE:

- Please note that we are a fully registered company, under Thai law
- And that 'Steps of Successful Delegation Skills Workshop' is 150% tax deductible.

## 10. Contact Details:

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