

Leading for Performance: Delegating with Confidence

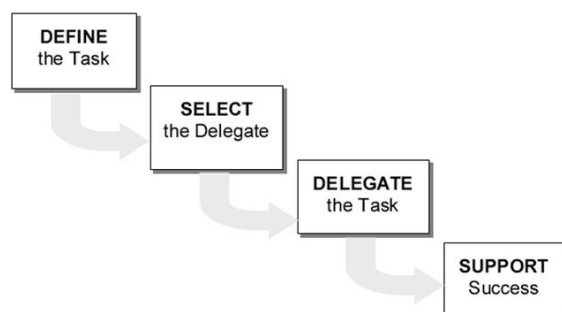


Managers often spend time on tasks others could—and should—handle because they are reluctant to delegate tasks. They must overcome the tendency to adopt a “heroic” leadership approach and instead learn how to delegate responsibility appropriately. Failure to delegate leads to low morale, manager burnout, an unfulfilling work environment, and, ultimately, low quality and productivity.

In *Leading for Performance: Delegating with Confidence* (LFP-DWC), managers explore the challenges of delegating and the conditions under which delegation is most effective.

They learn a simple, proven delegation process and related skills and tools. They discover how to effectively entrust others with tasks, while maintaining ultimate responsibility for the outcome.

Four-Step Delegation Process



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Program Outcomes

LFP-DWC enables leaders to delegate the right tasks with the right level of responsibility to the right associate. This maximizes the opportunities for involvement, fulfillment, productivity, and success of the organization and its people.

Learning Approach

LFP-DWC is a half-day instructor-led module that can be facilitated by Wilson Learning or a leader-trained in-house professional. This enables:

- Face-to-face interaction among participants and with the facilitator
- True-to-life skills practice with immediate in-person feedback
- The opportunity for real-time commitment to action

Enabling Improved Performance

LFP-DWC features a Delegation Planner and Job Aid Card so participants can fine-tune and apply their newly acquired skills and behaviors on the job. Involving managers and training them to coach is important for successful implementation.

Measurement

Organizations that implement this program have access to a broad range of tools to measure initial behavioral changes and business results. For LFP-DWC, one approach may be a web-based survey of participants' direct reports to identify the degree of change and the differences this change makes. More involved and thorough research options are also available.

Key Learnings Are . . .

The Challenge of Delegating

What to Do

How to Do It

Your Leaders Will Be Able To . . .

Delegate to employees while ensuring success

Follow a simple delegation process

Define the task, select a delegate, and support success

Continued

Evaluation

Wilson Learning will partner with your organization to measure the initial behavioral changes and business results. We will work with you to set up evaluation systems that help improve outcomes and sustain the momentum of your implementation.

This offering, like all others from Wilson Learning, can be customized to reflect your environment and business priorities and can be integrated with your processes.