

# The Art Of Delegation And Managing Tasks

## Course Overview

According to Professor Henry Mintzberg, most managers work at what he calls an “unrelenting pace” and their activities are often brief, on average spending less than 10 minutes on each task, and even more disturbing, often those activities will be unrelated to each other.

A manager’s day is difficult to plan out generally on a daily basis let alone plot it out-to-the-minute precisely. So how do we conquer our day, how do we get all our tasks done effectively and efficiently? With some careful planning, some great time management and delegation skills, that’s how.

## Program Format

This is 2x 3-hour program that can be delivered face-to-face or virtually.

## Course Objectives

At the end of this course, the participants should be able to:

- Explain the importance of delegation as part of the management process.
- Describe critical elements of delegation processes and procedures.
- Determine the most appropriate tasks to delegate and promote responsibility and accountability.
- Use delegation strategies for capability development.
- Implement strategies to stop other people’s priorities becoming yours.

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## Course Outline

### What Is Delegation?

Determine what genuine delegation looks like. Getting rid of the tasks you don’t want to do isn’t delegating, it’s dumping.

Look at the benefits of true delegation to you, your team, and your organisation.

### Prioritising Tasks

Use the Eisenhower Matrix to prioritise your tasks based on how quickly they need to be completed (urgency) and the benefit they provide to the organisation (importance).

Once you have this, you can decide what tasks should be completed by whom and by when.

### The Stages Of Delegation

Analyse the eight stages of delegation and determine what you should be doing at each stage. Also, identify the purpose of delegating. True delegation isn’t just about getting tasks done, it’s about building capability in your people.

### Obstacles To Delegation

Identify why you may sometimes struggle to delegate and implement strategies to address those obstacles and make delegation easier.

### Granting Levels Of Authority

When you delegate work to people, you need to delegate a certain level of authority.

Look at the six levels of authority and determine the most appropriate level to delegate in each situation.

### Tips For Effective Delegation

Look at the ten tips for effective delegation and use those to improve your delegating capability.

### Managing Other People’s Priorities

Part of delegating properly is learning to manage the priorities of others, especially those who want to make their priorities your priorities,

Learn the subtle art of saying no and identify when this is appropriate.