



4D Training

Delegation and Personal Effectiveness

Who would benefit?

Everyone has exactly the same amount of time every day and yet some consistently achieve far more than others. The reason for this is that they have learnt to manage themselves within the time available, ensuring that whatever they are doing is the very best use of their focus and energy at that time. Time pressures have become the norm in today's workplace and are the primary cause of stress at work. This programme delivers both inspiring ideas and practical techniques for maximising productivity and minimising stress at work and can be tailored to include any associated objectives of attendees.

Objective

- To make delegates aware of current working practices which may be consuming more time than necessary
- To provide delegates with an awareness of their working styles (Types A and B), and the effects these styles have on personal time management
- To improve delegation skills, ensuring that the right tasks are delegated to the right people in the right way.

Content

- Time robbers - what consumes your time and how to reduce them
- Prioritising - avoiding the important versus urgent trap
- Working styles - types A and B - the problems and remedies for both
- Moving from working hard to working smart
- Crises and how to avoid them
- Successful delegation - up, down, sideways, to people and to machines
- Using Outlook to track delegated tasks
- Using a Bring Forward system to assist desk management
- Rapid rapport building to generate more effective communications and improve the "delegation conversation"
- Understanding how to use delegation as a staff development tool
- Saying "no" politely and assertively to new tasks when your workload is at full capacity

Duration

Half day