

*It's Time To Stand Out*

# Delegation

*The Art of Delegating Effectively*



Delegation is often one of the hardest skills for a manager to master. However, the skill can be learned. This one-day workshop will explore many of the facets of delegation: when to delegate, and who to delegate to. We will also go through the delegation process step by step, to see where the pitfalls lie, and what we can do about getting around them.

## What You Will Cover:

- Introductions/Objectives/Agenda
- Advantages and Disadvantages of Delegation
- Self-Assessment
- Levels of Authority
- When and How to Share the Load
- Giving Instructions
- Picking the Right Person for the Job
- The Delegation Meeting
- Communication Skills
- Ingredients for Good Feedback
- Developmental Checklist

## How You Will Benefit:

- Clearly identify how delegation fits into your job and how it can make you more successful.
- Identify opportunities within the scope of your authority for delegating effectively to others.
- Identify the criteria for fair and responsible delegation to all employees.
- Develop communication skills so that employees will be open to delegation.
- Recognize common delegation pitfalls and how to avoid them.
- Provide opportunities to test your delegation skills.

For registration and payment details contact  
**One-on-One Professional Business Training**

Telephone: 1800 66 00 00  
Fax: (07) 4723 7814  
Email: seminars@nqtraining.com

## Register now—

**Title (Please Circle) Mr Mrs Ms Miss**

**Name**

**Business Name**

**Postal Address**

**State**

**Postcode**

**Telephone**

**Mobile**

**Facsimile**

**Email**

**Website**

## Payment Options:

I would like to pay by  Cheque

Purchase Order

## Credit Card Details:

Visa  MasterCard  Amex

**Credit Card Number:**

**Credit Card Expiry:**

**Name on Card:**

**Signature:**



## REFUND POLICY

1. This contract becomes binding upon payment of tuition fees or return to us of a completed registration form.
2. This agreement and the rights and obligations of the parties hereunder shall be governed and construed in accordance with the laws of the State of Queensland.
3. All notices must be in writing.
4. Cancellation before Commencement:
  - 1) More than 7 Days Notice - Full Refund
  - 2) Less than 7 Days Notice but not less than 48 Hours Notice - 50% Refund
  - 3) Less than 48 Hours Notice but more than 24 Hours Notice - 25 % Refund
  - 4) 24 Hours or Less Notice - No Refund will be provided
5. Cancellation after Commencement: After the start of the course a refund of the balance of unused fees may be considered for serious medical reasons only and will be at the sole and unfettered discretion of the course provider. (A Medical certificate is required).
6. One-on-One Personal Computer Training has the right to cancel any course for any reason at any time. If One-on-One Personal Computer Training cancels any course, an alternative offer may be made or the balance of unused fees will be refunded. Fees will not be refunded for any reason other than the above.
7. The customer and attendee agree that the course provider will not be responsible whatsoever for any damage, loss or claim against or suffered as a consequence of any matter or thing including negligence of the course provider.
8. The customer and attendee agree that they will be jointly and severally liable for any property damaged as a consequence of the attendee's attendance of a course.
9. All training courses must be paid in **FULL**, before an attendee's course position is guaranteed. Purchase Orders with Credit Card Details will only be accepted as having been fully paid if Credit Card Details are included on the Purchase Orders and the Merchant Facility has processed them as valid. We accept the following credit cards – Visa, Mastercard, Bankcard and American Express.
10. By completing the registration form and declaration below you accept the conditions of registration and the customer and attendee accept that these conditions supersede any conditions noted on any purchase order provided.

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- Business Writing that Works
- Change Management: Change and How to Deal With It
- Coaching: A Leadership Skill
- Communication Strategies
- Conducting Effective Performance Reviews
- Conflict Resolution: Dealing with Difficult People
- Conflict Resolution: Getting Along in the Workplace
- Customer Service Training: Managing Customer Service
- Customer Service: Critical Elements of Customer Service
- Delegation: The Art of Delegating Effectively
- Hiring Smart: Behavioral & Performance-based Techniques
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- Meeting Management: The Art of Making Meetings Work
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- Sales Training: Selling Smarter
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- Stress Management Training
- Team Building: Developing High Performance Teams
- Teamwork: Building Better Teams
- Telemarketing: Using the Telephone as a Sales Tool
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- Writing Reports and Proposals



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