



Delegation Skills Course Brochure

1 Day Practical Workshop



Contents

Course Overview.....	2
Why Choose DCM Learning	3
Course Objectives & Benefits.....	4
Course Content.....	5
Trainer Profile.....	6
Who We Work With	8
Contact Details	9



The Right Fit.....For You

Our Delegation Skills course has been designed to give learners the confidence to let go of tasks without losing control and give learners the skills to delegate effectively.

This one day **Delegation Skills** course will help learners to identify suitable tasks to delegate, **overcome the barriers to delegation and be more comfortable with the delegation process.**

During this course learners will be provided with a range of tools and templates to help them learn how to delegate tasks and **use effective delegation as a key development tool** to motivate and challenge. It will identify **all the considerations that need to be taken account** during the delegation process to ensure everyone knows what they're expected to do and when.

This course concentrates on the **practical techniques** that can be applied directly to each learner's individual role within the work place.

"Everyone thought Andrew was great and the course really developed their skills as internal trainers."

Dearbhla Casey, HR Manager, Irish Country Meats



"We are all very happy with the training carried out last week & will definitely be in contact in the future"

Aoife O'Rourke, Key Account Manager, Tool & Plastic



"Great exercises, very relaxed and great models to explain, learning process and delivery of the information."

Jonathan Latimer, Fleet Training Instructor, City Jet





Why Choose Our Delegation Skills Course

DCM Learning's Delegation Skills course will help learners to identify suitable tasks to delegate, overcome the barriers to delegation and be more comfortable with the delegation process. The course provides a range of tools and templates to help learners learn how to delegate tasks to motivate and challenge.

Specific reasons to choose this course:



Experienced: We have trained over 213 individuals successfully in Delegation Skills over the last two years.



Support: 15 full-time training consultants plus support staff (21 in total). We are large enough to be well resourced but small enough to care.



Excellent Trainers: Our trainers combine professional training know-how with relevant experience in their chosen training field.



Quality Assured Training: Make sure you Safeguard Your Training Investment. DCM offer courses accredited by national and international certification bodies, including QQI, PMI, IASSC, and Scrum.org.

You're in Good Company

We have delivered the Delegation Skills programme to the biggest brands in Ireland including Google, Intel, Central Bank of Ireland, ESB, Football Association of Ireland and Abbott so you can have confidence in our ability to deliver the results you want to achieve.



Banc Ceannais na hÉireann
Central Bank of Ireland
Eurosystem



INTERNATIONAL





Delegation Skills Course Outline

COURSE OVERVIEW

This one day course will help learners to identify suitable tasks to delegate, overcome the barriers to delegation and be more comfortable with the delegation process.

During this course learners will be provided with a range of tools and templates to help them learn how to delegate tasks and use effective delegation as a key development tool to motivate and challenge. It will identify all the considerations that need to be taken into account during the delegation process to ensure everyone knows what they're expected to do and when.

LEARNING OUTCOMES

By the end of the course each learner will be able to:

- See the advantages of successful delegation and how it improves workload
- Understand the delegation process
- Explain the steps which lead to effective delegation
- Recognise and overcome the barriers to effective delegation
- Identify their own delegation style and tasks that can and can't be delegated
- Improve efficiency through effective, intelligent and planned delegation

Below you will find a proposed course outline detailing all the topics covered on the training programme.



Course Content

TOPIC 1: INTRODUCTION TO DELEGATION

- Why delegate?
- What does delegation mean?
- What cannot be delegated and why?

TOPIC 2: ADVANTAGES AND DISADVANTAGES OF DELEGATION

- How to change your mindset and relinquish control - the difference between delegation and 'dumping'
- What happens when delegation goes wrong

TOPIC 3: A PRACTICAL APPROACH TO DELEGATION

- Evaluating the effectiveness of your delegation style
- How to delegating tasks - a planned approach
- Assigning tasks for delegation

TOPIC 4: BREAKING DOWN THE BARRIERS TO DELEGATION

- Learning how to trust and give respect
- Understanding delegates' expectations
- The delegation process
- The benefits of smart delegation decisions
- Planning - the map to your destination

TOPIC 5: PERSONAL ACTION PLAN

- Each learner will have a personal action plan that they can take from the training room back to their work place



Andrew Woods

Training Associate

Andrew is a Trainer, Consultant and Executive Coach with expertise built through a 20-year successful track record in Leadership, Team Development, Communication Impact and Customer Service Excellence. He is dedicated to providing impactful and sustainable workplace learning by creating authentic and practical learning experiences for clients. He is an Executive / Team Coach and Business Mentor for any size organisation.

His senior management career background provides a solid platform for all his interventions. He is a natural communicator who imparts his knowledge with humor and enthusiasm, encouraging and supporting individuals, teams and organisations to excel.

He has accumulated a wealth of business knowledge and experience across many sectors in local and international markets and has successfully delivered projects and interventions on 4 continents including UK, Australia, New Zealand, USA, Germany, South Africa and Ireland.

Some of Andrew's qualifications and affiliations include:

- A member of the IITD and ICF, he has an advanced qualification in Executive and Career
- Coaching through the Irish Life Coach Institute.
- Belbin (team type) Accredited

"Just a little note to thank you Andrew for your support with organising and running the training here in Sidetrade. I really enjoyed the session and the feedback I've received is amazing."

Niamh Noonan, HR Partner, Sidetrade





Inhouse Training, One Size Doesn't Fit All.

Does your team need Delegation Skills training? DCM Learning has a full range of training courses and qualifications available for your team and company, in-house or off-site.

Based on your requirements, we will develop a custom-made training programme and deliver it specifically for your employees in a chosen location - giving them the exact skills and knowledge they need whilst saving on venue hire, travel, time and associated expenses.

Each daily session will be delivered onsite at a location of your choosing over a 7-hour period. We are flexible on group size, but for group sessions we would recommend a maximum of 15 people to allow for the more interactive elements of the course.

Below is an overview of our Inhouse Training Delivery and Costs:

Details	1 Day Training	2 to 5 Days Training	6+ Days Training
Cost	€1,095 per day	€995 per day	€895 per day
Materials	Included	Included	Included
Travel Expenses	Included	Included	Included
Areas Covered	All Counties	All Counties	All Counties
Customisation	Course Customised	Course Customised	Course Customised
Survey	Pre & Post Course Survey	Pre & Post Course Survey	Pre & Post Course Survey
Account Management		Dedicated Account Manager	Dedicated Account Manager
Free Public Course		1 Free Place	3 Free Places
Public Course Discount		15%	25%



Who We Work With

We train organisations of all shapes and sizes, from small businesses up to global enterprises. But we never forget that every individual matters, and we make sure that every learner gets what they need to reach their potential.





**Set your career on the
right course**

DUBLIN

-  01 5241338
-  dublin@dcmlearning.ie
-  Guinness Enterprise
Centre

CORK

-  021 2429691
-  cork@dcmlearning.ie
-  Atrium Business Centre
Blackpool Business Park

DROGHEDA

-  041 9865679
-  drogheda@dcmlearning.ie
-  24 Laurence Street
Co. Louth