

# DELEGATION & TIME MANAGEMENT SKILLS

## **INTRODUCTION**

Delegation & Time Management are two of the most important management skills. They are closely related. Effective delegation frees management time to allow you to pursue higher leverage tasks or priority goals. Done well, effective delegation and time management are a “Win-Win” for you, your subordinates, and the organization. It also helps in personal development, develops your people, grooms successors, and retains subordinates. Poor delegation and time management skills, on the other hand, causes frustrations, de-motivate and confuse the other person, and fail to achieve the purpose itself or the goals in a timely manner. Effective delegations can also make a significant difference to the motivation of the individual and productivity of the team. Effective time management enables you to prioritize and do the first things first as well as reduces stress. The resilience of your team to cope with problems and opportunities is increased by the understanding and skills created by effective delegation & time management. The growth of the organization is often limited by the quality of new managers. Effective delegation & time management skills ensure new managers have a head-start in their roles. This important and practical training program provides the participants with the correct skills; process and approach to delegate & time manage effectively.

## **COURSE CONTENTS:** (2 Days Program)

1. Introduction:
  - Definition of delegation & time management
  - What is and what is not delegation?
  - What is Effective Time Management?
  - Benefits of delegation & time management.
  - Why people don't delegate?
  - Barriers to delegation.
  - Myths about time management.
2. Leadership role in Delegation & Time Management
  - Key Principles in delegation.
  - Pareto (80/20) Principle
  - Interaction process of delegating.
  - Identifying the importance and urgency of tasks/activities
  - Aligning goals to personal mission
  - Prioritizing first thing first
3. Delegation Technique:
  - Checking relevant factors.
  - “Go-For” Delegation Vs Stewardship Delegation
  - 5 key steps of Stewardship Delegation.
  - Briefing, reviews, coaching and support issues.
4. Time Management Technique
  - Organizing & Scheduling Skills:
    - a. Weekly Scheduling.
    - b. Daily Scheduling.
    - c. Organizing commitments.
5. Delegation & Time-saving Tips
  - A.R.T of Delegation
  - Dealing with interruptions
  - Managing phone calls
  - Organizing the workplace
  - Other useful tips
6. Exercises:

- Video & Case studies
- Role play
- Group discussions

### **COURSE OBJECTIVES :**

At the end of the course, participants will..

- Understand what delegation means to today's leader and worker.
- Understand the importance of managing time for personal effectiveness
- Recognize and learn how to align time-based activities to personal mission.
- Learn the 80/20 principle and focus on the "Vital Few"
- Learn the benefits, role, value and meaning of effective delegation
- Learn how to manage the effective delegation using the correct process and key principles.
- Learn effective organizing & scheduling techniques
- Learn delegation & time-saving tips

### **WHO SHOULD ATTEND:**

- Managers, Department Heads, Team Leaders, Supervisors, and professional staff who have people reporting to them officially or unofficially and who aspire to have better control of their time and improve their personal productivity

### **ADMINISTRATIVE DETAILS**

Duration : 2 days

Time : 9.00am – 5.00pm

Venue : In-house or external training program

### **ABOUT THE TRAINER :**

**Nelson Kok** is a graduate from the Universiti Sains Malaysia, and holds a Master in Business Administration (MBA) and a B.Sc (Hons) degree in Physics. He has more than 24 years of work experiences, of which 17 years are in Training & Development related field, working with both multinational companies such as AT&T Consumer Products Pte Ltd, Corner Peripherals Sdn Bhd, Read-Rite (M) Sdn Bhd, and local companies such as Globetronics Technology Berhad, Amquest Sdn Bhd and GGN Solutions.

He now served as an associate consultant and a freelance corporate trainer to several training providers in Malaysia, China, Singapore & Sudan Africa. He has conducted many training programs for both multinational and local companies. He also served as a lecturer for several higher learning institutes such as Open University Malaysia (OUM), Society of Business Practitioners, UK (SBP), International Centre for Quality, Sudan. Throughout his career, he was a certified trainer for many management, quality and productivity programs such as *Performance Management System (PMS)*, *Managerial Decisions & Business Modeling*, *Managerial Statistics*, *Effective Leadership Skills*, *Train-The-Trainer*, *Total Quality Management (TQM)*, *Statistical Process Control (SPC)*, *Quality Control Circles (QCC)*, *Quality Improvements using 7QC Tools*, *7 Steps Problem Solving*, *5S Good Housekeeping*, *QIT*, *MRPII*, *ERP*, *Team Building Program*, *Effective Meetings Workshop*, *Effective Supervisory Skills*, *Communication and Leadership Skills*, *Problem Solving & Decision Making*, *Effective Time Management*, *Motivation At Work*, *Frontline Leadership Program*, and *7 Habits of Highly Effective People*. He has also conducted many quality audits and was directly involved in company's ISO 9001 and Quality Management Excellence Award (QMEA) certifications. Nelson's area of specialization is in helping organizations to achieve higher effectiveness and productivity using proven Management, Quality and IT tools and techniques.