

# Maximizing Your Delegation Skills

## The Power of Planning and Directing Performance (PDP)

Delegation skills are vital to an organizations effectiveness because they enhance a manager's ability to achieve results through others. Many managers acquire delegation techniques by chance or "hit-or-miss" experiences. They seldom get the opportunity to learn and to practice a proven set of skills in this area. PDP (Planning and Directing Performance) is a valuable tool that equips managers to strategically and effectively assign jobs to others in order to maximize the success of an organization and its team members.

### Outcomes for the Participants:

PDP teaches managers the planning and directing skills they need to delegate effectively. By completing PDP, participants will be able to:

- Clearly define performance expectations for job assignments they want to delegate.
- Identify an appropriate performer by matching their skills to the skills required for the assignment and identify any risks associated with that performer.
- Prepare a delegation plan tailored to the chosen performer.
- Clearly communicate expectations and express confidence in the performer.
- Uncover the performer's misunderstanding and/or concerns about the assignment.
- Gain the performer's commitment to the assignment.
- Ask the right questions when a task is delegated to them to ensure greater success.

### How Learning takes place:

PDP uses several methods to ensure that learning takes place:

- Workbook exercises help participants learn delegation concepts and skills.
- Interactive video exercises and case studies teach participants how to develop and model appropriate skill use.

- Structured role plays help participants transfer skill use to live interaction.
- Through connection exercises and writing their own role play, participants will learn how to apply the skills to their own job situation and will practice delegating an actual job assignment that is of concern to them.
- Group discussions will help participants reinforce the value of the process and skills.

### Course Facilitator:

Gary MacDonald has 33 years of management and human resource experience in recruiting, training and supervising full time and volunteer staff, including Board development. His leadership roles include being an Executive Director, a Regional Director and National Board member of an international non-profit organization.

Gary brings an entrepreneurial spirit, an ability to discern organizational issues instinctively and a desire to see others develop their gifts and abilities. His sense of humour and facilitative style of teaching make him a popular trainer for all levels of leaders. Gary is co-founder of Clearview Consulting and Counselling Services with his wife Denise, a Marriage and Family Therapist who runs a private professional practice.



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