DALE CARNEGIE® TRAINING

Competencies that are addressed:

PRIMARY COMPETENCY CATEGORIES:

- **Accountability—** Demonstrates personal responsibility and holds self and others accountable for organizational outcomes.

- **Human Resource Management—** Manages process for aligning human capital with organizational goals.

RELATED COMPETENCY CATEGORIES:

- **Interpersonal Skills—** Displays a consistent ability to build solid relationships of trust and respect inside and outside the organization.

- **Diversity—** Appreciates and leverages capabilities, insights, and ideas across a group of individuals diverse in culture, style, ability, and drive.

- **Leadership—** Drives business results by aligning the vision, mission, and values to enhance business value. Is able to enlist the willing cooperation of others, while tapping into their highest skills and abilities, to achieve desired results.

Delegation

SUMMARY

Delegation (rather than dumping) can be used to develop people or to achieve specific organizational outcomes. Identifying who is ready for delegation and using a collaborative process clarifies the level of control needed to affix accountability.

CONTEXT

Once decisions have been made by a group or individual, the next step is to determine, "Who will do what, when, and to what standard?" Delegation is the process of sharing responsibility for results. Leaders determine the ultimate objectives to be met and the resources available, yet they share and collaborate on the plan of action.

After completing this module, you will demonstrate the steps of the Delegation Process to train and develop valuable team members while maintaining accountability and control.

At the completion of this module, participants will be able to:

- Delegate tasks and responsibilities to develop and train others

- Plan and prepare for a delegation meeting

- Communicate clear performance standards for follow-up and accountability

- Understand the Empowerment Cycle

"The single greatest cause for failure in managers is their inability to delegate."
—J.C. Penney