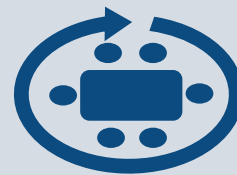


COMMUNICATING AND DELEGATING

A 90-minute learning nugget for up to 15 participants

Can be delivered virtually on Zoom or your own company platform

This informative and engaging learning nugget introduces participants to the skills of communication and delegation, they will explore different communication styles and how to delegate to each style effectively, ready to get going as soon as they leave the session.



WELCOME AND INTRODUCTIONS

Communication – what can go wrong and why.
Outcomes and agenda

COMMUNICATION STYLES

Introduction to the four styles of communication, each style on a good/bad day and what each style needs from you to get the best out of them

ADAPTING TO DIFFERENT STYLES

We all have all four styles within us and can pull on each style as and when we need, how to adapt our own behaviour and communication to better 'click' with others, understanding what your team need from you to help them win at work

PRINCIPLES OF DELEGATION

Introduction to the process of delegation, key skills, hints and tips. Stages of delegation, assessing competence and confidence, giving support – delegating not dumping (maintaining accountability)

DELEGATION CHALLENGES

Participants explore what their teams need from them and what they can delegate to each member, a plan of action is created for delegating to develop their team members

ACTION PLANS AND INTEGRATION

The session is summarised and actions are planned and shared across the group

