

## LEADING FOR PERFORMANCE

Today's employees don't respond to a manager who gives direction, but rather commit to a leader who asks for their help in setting direction. And today's business doesn't wait for decisions to go up and then back down the chain of command. It needs empowered leaders at all levels. Strong leaders understand that the performance, morale, and retention of their people is directly tied to the quality of their working relationships with them. They appreciate that getting involved in their people's professional development and involving their people in decision making leads to real-world results. When leaders perform, people perform. And when people perform, businesses succeed. *Leading for Performance* enables organisations to ensure their leaders can drive business performance through effective communication, employee selection, team building, coaching, conflict resolution, and more.

## IGNITE TALENT

### DELEGATING WITH CONFIDENCE

*Delegating with Confidence* offers invaluable insights into how to delegate the right tasks and the right level of responsibility to the right associates to maximise involvement and productivity. Participants learn that skillful delegation is essential to creating an environment where people can achieve significant results with fewer resources.

#### OFFERING OVERVIEW

With the rise of global business, increased adoption of virtual collaboration, and ongoing introduction of new generations into the workforce, today's workplace is more culturally, behaviourally, educationally, and philosophically diverse than ever before. To ensure that their work units remain productive and contribute to the execution of an organisation's business strategy, leaders need to overcome the tendency to adopt a "heroic" leadership approach by learning how to delegate responsibility appropriately, even while remaining ultimately accountable for the outcome.

#### OFFERING DETAILS

*Delegating with Confidence* is a practical, half-day, facilitator-led leadership effectiveness program. By participating in a variety of activities, learners gain an appreciation for the importance of effectively entrusting others with business tasks while maintaining ultimate responsibility for the outcome. Participants explore the conditions under which delegation is most effectively

accomplished, and learn a process for delegating that minimises concerns about the ultimate responsibility for success.

The program explores the challenges associated with delegating, then provides specific skills and tools for doing so with confidence. Learners discover that:

- Today's work environment demands that important tasks be delegated to associates.
- Failing to delegate has a negative impact on overall production and employee morale.
- There are optimal conditions for delegating.
- To delegate successfully, leaders must define the task, select the appropriate delegate, and support success.
- Confidence can be created for both the leader and the delegate by the process used to delegate the task.
- Leaders must support success by giving associates the freedom to act, monitoring their progress, providing coaching as needed, and encouraging and celebrating accomplishment along the way.

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