Soft skills

Delegating Effectively: Assign, Follow Up, Empower

One day to decide what you delegate, to whom and with how much autonomy, then to assign, follow up and recognise good work without taking it back. Managers, department heads and project managers work on their own files: each leaves with a personal delegation plan, planned follow-up points and the wording to frame a first handover.

Duration : 1 day

Objectives

1. Distinguish what can be delegated, what is shared and what remains the manager's responsibility
2. Choose the level of autonomy that suits each team member's skills and commitment
3. Run a delegation conversation: expected result, room for manoeuvre, resources, deadlines
4. Set up follow-up proportionate to the risk, with neither constant control nor abandonment
5. Recognise delegated work and learn from a delegation that went wrong
6. Build a personal delegation plan on your real files

Programme

Day 1 — morning

• Why managers hold on to everything: lack of time, fear of mistakes, attachment to their own expertise

• Inventory of your activities: what belongs to your role, what can be handed over, what helps someone grow

• Four levels of autonomy, from "apply what is planned" to "decide and keep me informed"

• Matching the right assignment to the right person: skills, workload, wish to progress

Day 1 — afternoon (workshop)

• Framing a delegation: expected result, success criteria, limits, resources, milestones

• Following up without controlling: short routines, indicators, right to raise an alert; recognising the result achieved

• Role play: a delegation conversation, then a progress review where the file has fallen behind

• Workshop: personal delegation plan on your real files, with autonomy levels and deadlines

• Knowledge test and round table on the first delegations planned

Teaching methods

• Guided inventory of your activities and files, prepared before the session

• Role play in groups of three: manager, team member, observer

• Cases drawn from workshop, warehouse, design office and customer service situations

• Delegation interview guide handed out and used during the day

• Groups of 6 to 12 participants, delivered in French, Darija or English

Assessment and documents

Knowledge test at the end of the session and observation of the delegation conversation played in the workshop, with a follow-up evaluation at D+1. Each participant receives a numbered training certificate, verifiable online; the company receives the training report.

Bilingual materials for every participant; each classroom course comes with its digital twin on OmniLearn.

Good to know

Second module of the "Front-Line Manager Cycle", after "Giving Clear Instructions and Getting Results". To then support each team member's skill growth, see "Developing Your Team's Skills: Manager-Coach".

Practical information

Duration	1 day
Prerequisites	Managing a team or coordinating contributors on a project
Group size	Groups of 6 to 12 participants, in-company
Format	In-company, face to face on your site
Language	French, Darija or English; bilingual materials
Funding	OFPPT special training contracts (TFP), GIAC, Maroc PME: we prepare the applications with you, at no extra cost.
Programme customisation	Programme adapted to your procedures, your equipment and your audience

Frequently asked questions

How does it differ from "Giving Clear Instructions and Getting Results"?
An instruction specifies how to carry out a task. Delegating means handing over a result and a share of the decision on how to reach it. The two modules follow each other in the Front-Line Manager cycle, but each can be taken on its own.

Do I need to bring specific files?
Yes. Before the session, each participant lists the activities of a typical week and two or three files they hesitate to hand over. The afternoon workshop is built on those files.

Is the course suitable for a project manager with no line authority?
Yes. A project manager hands work packages to contributors who do not report to them. The day covers this case: securing availability from the contributor's manager and tracking progress without direct authority.

Can this training be funded?
It can be included in your training plan under the OFPPT special training contracts, subject to the rules in force. We prepare the file with you; funding depends on your situation.