SS035: Motivation & Delegation
**Training Description:**

Delegation is not ‘dumping’ or merely allocating tasks. It is a skill that comparatively few managers/supervisors/team leaders process to a high level. Done well, delegation makes a significant difference to the motivation of the individual and productivity of the team. Good delegation also frees management time to allow pursuit of priority goals. This program addresses the skills of motivation and delegation. Delegates will learn how to get the best out of people and what approaches will enable participants to increase effort and work to the highest standards; and develop staff into high performing leaders, guiding them to achieve their goals and targets.

**Training Objectives:**

By the end of the training, participants will be able to:
- Identify the importance of employee motivation
- Identify the methods of employee motivation
- Understand what motivates people to do what they do
- Discover how to motivate yourself
- What are the basic principles of motivation?
- Explore what is ‘motivation’
- Recognize the signs of lack of motivation
- Identify practical ways to motivate others and stay motivated yourself
- Deliver effective praise and reprimand sessions to enhance performance
- Create an effective action plan to maximize motivation and performance
- Learn how to work effectively and interdependently with colleagues
- Develop coaching and counseling skills
- Understand how to achieve greater work productivity by coaching your team
- Outline how to set and agree challenging performance targets with team members
- Practice coaching skills
- Understand the importance of feedback – both for coaching and training
- Uncover employees’ strengths and deliver feedback to enhance success
- What are delegation strategies?
- Develop communication skills so that employees will be open to delegation
- Identify common delegation pitfalls and how to overcome them

**Training Designed for:**

This course is intended for all staff that have people reporting to them who would like to explore key management skills such as motivation, coaching and delegation.

**Training Program:**

**FIVE DAYS:**
- PRETEST
- Introduction
- UNDERSTANDING THE MOTIVATION
  - Defining Motivation
• Identifying what Motivates People
• The Importance of Different Behaviours when Motivating

❖ HOW TO BUILD MOTIVATION
• Assessing Your Attitude towards Your Subordinates
• Good Managers versus Good Leader
• How to Improve Communication
• The Importance of Creating a ‘No-Blame’ Culture
• Co-operation
• Why You Should Encourage Initiative

❖ A PSYCHOLOGICAL APPROACH
• Herzberg’s Theory of Motivation
• Maslow’s Hierarchy of Needs
• The Two Models and Motivation

❖ OBJECT-ORIENTED THEORY
• The Carrot
• The Whip
• The Plant

❖ USING REINFORCEMENT THEORY
• A History of Reinforcement Theory
• Behaviour Modification in Four Steps
• Appropriate Uses in the Workplace

❖ USING EXPECTANCY THEORY
• A History of Expectancy Theory
• Understanding the Three Factors
• Using the Three Factors to Motivate in the Workplace

❖ PERSONALITY’S ROLE IN MOTIVATION
• Identifying Your Personality Type
• Identifying Others’ Personality Type
• Motivators by Personality Type

❖ SETTING GOALS
• Goals and Motivation
• Setting SMART Goal
• Evaluating and Adapting

❖ A PERSONAL TOOLBOX
• Building Your Own Motivational Plan
• Encouraging Growth and Development
• Getting Others to See the Glass Half-Full

❖ MOTIVATION ON THE JOB
• The Key Factors
• Creating a Motivational Organization
• Creating a Motivational Job
• Effective Appraisal Techniques
- Empowering Staff
- Building a Smooth and Clear Career Path

❖ ADDRESSING SPECIFIC MORALE ISSUES
- Dealing with Individual Morale Problems
- Addressing Team Morale
- What to do When the Whole Company is De-Motivated

❖ KEEPING YOURSELF MOTIVATED
- Identifying Personal Motivators
- Maximizing Your Motivators
- Evaluating and Adapting

❖ IMPROVING PERFORMANCE
- Effective Leadership Communication Network
- Your Role in Keeping Lines of Communication Open at All Times
- Active Listening Techniques
- Constructive versus Destructive Communication
- The Importance of Emotional Intelligence
- Barriers to Communication

❖ UNDERSTANDING DELEGATION
- Defining Delegation
- Why is it Important to delegate
- The Barriers to Successful Delegation
- The Importance of Building a Relationship with Employees

❖ HOW TO DELEGATE EFFECTIVELY
- Establishing which Tasks to Delegate
- Plan a Structure with Delegation
- How to plan a structure with delegation
- Understanding Accountability
- Choosing the Right Person for the Right Task
- Briefing Effectively

❖ MONITORING PROGRESS
- Exercising Control
- Minimizing the Risks in Delegation
- The Importance of Reinforcing a Delegate’s Role
- Providing Support and Encouragement
- Maintaining Boundaries
- The Importance of Giving Feedback
- Praising and Rewarding where Appropriate
- Difficulties Encountered During Delegation

❖ MONITORING PROGRESS
- Managing Your Time Effectively
- Self-Management and Discipline
- Barriers to Time Management
• Minimizing Interruptions, Paperwork and Meetings
• Managing the Time of Others
❖ Course Conclusion
❖ POST TEST and Evaluation

Training Requirements:

“Hands-on practical sessions, equipment and software will be applied during the course if required and as per the client’s request”.

Please note that the above topics can be amended as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:
• 30% Lectures, Concepts, Role Play
• 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Software & General Discussions
• Pre and Post Test

Training Certificate(s):

Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

As per the course location - This rate includes participant’s manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:
07:45 - 08:00 Morning Coffee / Tea
08:00 - 10:00 First Session
10:00 - 10:20 Recess (Coffee/Tea/Snacks)
10:20 - 12:20 Second Session
12:20 - 13:30 Recess (Prayer Break & Lunch)
13:30 - 15:00 Last Session

For training registrations or in-house enquiries, please contact:
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Training & Career Development Department