

Smart Delegation for Operational Excellence

24 – 28 May 2027
Kuala Lumpur (Malaysia)

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The background of the entire page features a grayscale image of a chessboard. In the foreground, a large, ornate black king piece stands prominently on the right. To its left are two smaller black pawns. Further back and to the left, a white pawn is visible. The chessboard's squares are in a light and dark gray checkerboard pattern. Overlaid on the background are several concentric, light gray circles that radiate from the center, creating a sense of depth and focus.

Smart Delegation for Operational Excellence

Ref: 3255986_213684 **Date:** 24 – 28 May 2027 **Location:** Kuala Lumpur (Malaysia) **Fees:** 4200 GBP

Introduction

This practical course develops the skills needed to delegate tasks effectively, improve team accountability, and achieve operational excellence. Participants will learn how to assign responsibilities clearly, empower employees, and monitor performance without micromanaging.

Course Objectives:

- Understand the principles of effective delegation.
- Assign tasks based on skills, capabilities, and priorities.
- Set clear expectations, responsibilities, and deadlines.
- Improve accountability and team performance.
- Monitor delegated work effectively while avoiding micromanagement.

Course Outlines:

Day 1: Foundations of Smart Delegation

1. Principles and importance of effective delegation.
2. Delegation vs. task assignment and micromanagement.
3. Assessing tasks, priorities, and employee capabilities.
4. Selecting the right person for the right task.
5. Setting clear objectives, authority, deadlines, and expectations.

Day 2: Delegation for Operational Excellence

1. Effective communication when delegating responsibilities.
2. Empowering employees and building accountability.
3. Monitoring progress and providing constructive feedback.
4. Managing delegation challenges and common mistakes.
5. Using delegation to improve productivity and operational performance.

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A graphic illustration of a chessboard with several chess pieces. A large gold king piece is prominent in the foreground, with a silver pawn and a gold pawn nearby. The board is checkered, and there are concentric circles in the background.

Why Attend This Course? Wins & Losses!

Wins:

- Higher productivity and better time management.
- Stronger employee ownership and accountability.
- Improved teamwork and operational efficiency.
- Better development of employees' skills.
- Reduced management overload and micromanagement.

Losses from Poor Delegation:

- Missed deadlines and reduced productivity.
- Confusion over responsibilities.
- Increased workload for managers.
- Poor employee engagement and accountability.
- Operational inefficiencies and avoidable errors.

Conclusion:

Effective delegation is a key management skill for achieving operational excellence. By applying structured delegation techniques, managers can empower their teams, improve accountability, and achieve better results with greater efficiency.

Frequently Asked Questions FAQ:

1. Who should attend this course?

Managers, supervisors, team leaders, and professionals responsible for managing people and tasks.

2. Is this course suitable for new managers?

Yes. It provides practical delegation techniques suitable for both new and experienced managers.

3. Will the course include practical exercises?

Yes. Participants will work through practical delegation scenarios and workplace examples.

4. What will participants gain from the course?

Participants will gain practical tools for delegating effectively, monitoring performance, and developing team accountability.

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a pawn) positioned on it. The board is checkered, and the pieces are in gold and silver. The text 'OK Training' is faintly visible above the word 'PARTNER'.

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