American Management Association's
Delegation Boot Camp

Learning Objectives

- Differentiate Between Effective and Ineffective Delegation
- List Five Types of Responsibilities That Can Be Delegated and Five That Cannot
- Identify the Three Types of Authority and Three Levels of Authority You Can Delegate
- List at Least Three Criteria for Picking the Right Person for Delegation
- Describe and Demonstrate the R-A-M-P-S© Process for Effective Delegation
- Describe Three Special Considerations for Delegating to a Group of People
- Describe How to Handle Your Reluctance to Delegate
- Describe How to Handle Resistance
- Describe How to Monitor Progress Appropriately Without Micromanaging
- Describe How to Provide Useful Coaching to Ensure Success

Understanding Delegation

- Define Delegation
- Describe the Steps in the Delegation Process
- List Three Reasons People Avoid Delegating
- List at Least Three Benefits of Delegating
- Differentiate Between Effective and Ineffective Delegation

Assessing Opportunities and Candidates for Delegation

- List Five Types of Responsibilities That Can Be Delegated and Five That Cannot
- Identify the Three Types of Authority and Three levels of Authority That Can Be Delegated
- List at Least Three Criteria for Selecting Appropriate Candidates for Delegation
- Describe the Degree to Which You Are an Empowering Delegator

Setting Expectations and Providing Support

- Describe How to Conduct a Delegation Meeting
- Describe the R-A-M-P-S© Delegation Memory Aid
- Identify Three Special Considerations for Delegating to a Group of People
- Describe How to Use a Delegation Matrix
- Describe How to Influence a Peer to Accept Delegation of a Task

Handling Your Reluctance and Their Resistance

- Describe the Emotional Dimensions of Delegation
- Describe How to Handle Your Reluctance to Delegate
- Describe How to Handle Resistance to Your Efforts to Delegate

Following Up

- Describe How to Monitor Progress Appropriately Without Micromanaging
- Describe How to Provide Useful Coaching to Keep Delegatees on Track
- State How to Provide Recognition, Reinforcement, and Rewards

Putting It All Together

- Describe How to Delegate Effectively
- Conduct a Delegation Meeting Using the R-A-M-P-S© Delegation Memory Aid

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