

# Delegation Boot Camp

## Learning Objectives

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- 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

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- 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

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- 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

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- 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

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- 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

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

## Putting It All Together

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