

Empower Team Members through Recognising Strengths, Encouraging Participation in Decision Making and Delegating Tasks (1 Day)

Course Outline

I. Recognise Team Member Performance

- A. The Role, Duties and Responsibilities of Each Team Member
- B. Feedback to Team Members on Performance and Expected Improvements
- C. Measuring and Giving Feedback on Performance Expectations
- D. Feedback Techniques
- E. Team Member Value

II. Encourage Participation in Decision-Making

- A. Inclusion of Team Members in Decision-Making
- B. Encouraging Team Members to Find Solutions
- C. Finding and Evaluating Alternatives
- D. Finding the Best Solution

III. Delegate Tasks

- A. Analysis of a Work Plan
- B. Clear Communication of Tasks
- C. Decision-Making Authority
- D. Feedback and Reporting Schedule
- E. Information Flow System
- F. Monitoring Completion of Delegated Tasks
- G. Recognition to Successful Achievement of Delegated Tasks

IV. Review Decisions and Performance of Delegated Tasks

- A. Group Review of Success in Reaching Objectives
- B. Confirmation of Correct Decisions
- C. Amendment of Incorrect Decisions
- D. Review of Delegated Tasks
- E. Alternative Plan of Action

Training Plan

Training Objectives:

1. Develop the ability to recognize and improve team member performance
2. Develop feedback skills
3. Improve knowledge on how to encourage team members in decision making
4. Develop skills to delegate tasks, and evaluate the success of delegated tasks
5. Develop knowledge to review decisions and the performance of delegated tasks
6. Gain knowledge on how to draw up alternative plans for incorrect decisions

ENJO Consultants (Pty) Ltd

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ETDP SETA No: ETDP10602 | MICT SETA No: ACC/2015/07/0048 | QCTO QCTOSDP00180907-1302

Services SETA 07-SERVICES/SDP150722-6874 | SABPP: 58116L125EC



Materials and Resources:

- Case studies
- Role-Playing Scenarios
- Handouts and worksheets

Training Methodology:

- Face-to-Face Class Attendance at ENJO Consultants according to the training schedule.
- Virtual Attendance via MS Teams according to the training schedule.
- Training can also be presented at the company's premises.
- Virtual Attendance via MS Teams specifically tailored for the client's staff.

Assessment and Evaluation:

- Short quizzes or knowledge checks throughout the day.
- Optional Assessments depending on the client's requirements.

This training plan aims to provide a comprehensive understanding of emotional intelligence and its practical application in a corporate setting. Adjustments can be made to tailor the course to the specific needs and goals of the corporate clients.

Certification

- Short Courses are Non-Accredited Training.
- A Certificate of Attendance will be issued after the training.

Bookings

Telephone: 012 667-1985

Email: training@enjoconsultants.co.za

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