Managerial Leadership, Delegation and Accountability Training Course

11 – 15 July 2027
Nairobi

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Ref: 937_170030 **Date:** 11 – 15 July 2027 **Location:** Nairobi **Fees:** 4500 Euro

Overview

Managerial Leadership, Delegation and Accountability Training Course is a 1-week course for managers who need a Manager Leadership Operating File. Participants define authority boundaries, translate priorities into expectations, delegate outcomes, coach performance, motivate teams, conduct difficult conversations, resolve routine conflict, and track accountable follow-through. The course connects daily management choices with team delivery evidence. Agile Leaders Training Center provides this managerial leadership and delegation course.

Who Should Attend

- Managers responsible for setting team priorities, standards, and decision boundaries.
- Supervisors responsible for assigning work and monitoring delivery.
- Leaders responsible for coaching capability and addressing performance gaps.
- Managers responsible for team motivation, conflict response, and difficult conversations.
- Professionals preparing to assume direct people-management accountability.

The course assumes participants already coordinate work and communicate with team members, and leaves out advanced enterprise leadership and employment-law instruction.

Departments and Industries

The course supports people-management practice across service, industrial, healthcare, technology, public-service, and project environments.

- Operations and service-delivery departments
- Engineering, maintenance, and production teams
- Healthcare and customer-service units
- Technology and project-delivery functions
- Human resources and organizational development teams

Learning Objectives

By the end of this course, participants will be able to:

- Apply authority and decision-boundary definitions.
- Build clear delegation and checkpoint agreements.
- Use coaching questions and improvement feedback.
- Analyze motivation and team-performance evidence.
- Diagnose conflict and conduct difficult conversations.
- Evaluate accountability and recovery actions.

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Course Agenda

Day 1: Manager Authority and Expectations

- Manager Role, Authority, and Decision-Boundary Map
- Team Purpose and Operating-Priority Canvas
- Outcome, Behavior, and Standard Expectation Sheet
- Decision Ownership and Escalation Matrix
- Manager Credibility and Consistency Audit

Day 2: Delegation and Follow-Through

- Task, Outcome, and Capability Delegation Assessment
- Authority-Level and Resource Agreement
- Delegation Brief and Understanding Check
- Progress Checkpoint and Support Schedule
- Delegation Risk and Recovery Register

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Day 3: Coaching and Motivation

- Performance Evidence and Gap Diagnosis
- Coaching Question and Listening Sequence
- Strength, Skill, and Support Development Plan
- Motivation Barrier and Work-Condition Review
- Feedback, Feedforward, and Commitment Record

Day 4: Decisions and Difficult Conversations

- Team Decision Criteria and Participation Map
- Performance Conversation Preparation Sheet
- Fact, Impact, Perspective, and Action Dialogue Method
- Conflict Source and Response Choice Matrix
- Accountability Agreement and Escalation Path

Day 5: Manager Leadership Practice

- Suggested Exercise: Authority and Expectation Alignment
- Suggested Exercise: Delegation Brief and Checkpoint Review
- Suggested Exercise: Coaching and Motivation Conversation
- Suggested Exercise: Conflict and Accountability Response
- Capstone Exercise: Manager Leadership Operating File

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Practical Exercises

The course uses suggested activities to turn team situations into clear management agreements and follow-through.

- Suggested activity: define authority limits and escalation paths for a team decision.
- Suggested activity: delegate an outcome with resources, checkpoints, and support.
- Suggested activity: conduct a coaching conversation using performance evidence.
- Suggested activity: agree a conflict response and accountability recovery action.

FAQs

Who suits Managerial Leadership, Delegation and Accountability Training and what does it assume?

New and experienced people managers, supervisors, and professionals moving into direct management suit the course. It assumes experience coordinating work and communicating with team members while excluding advanced enterprise leadership and employment law.

How does Managerial Leadership and Delegation Training differ from a general leadership course?

Managerial Leadership and Delegation Training concentrates on authority boundaries, expectations, delegation agreements, coaching cadence, performance conversations, conflict response, and accountable follow-through rather than broad leadership theories.

What should a manager include in a delegation agreement?

A delegation agreement should define the outcome, quality standard, authority level, resources, constraints, decision points, checkpoints, support, escalation route, and evidence of completion.

How should managers address underperformance through coaching?

Managers should present observable evidence, ask diagnostic questions, listen to constraints, clarify the required outcome, agree support and improvement actions, and set review checkpoints.

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How can managers maintain accountability without micromanaging?

Managers maintain accountability by agreeing outcomes and authority, scheduling proportionate checkpoints, reviewing evidence, removing obstacles, and intervening only when risk, capability, or commitments require it.

Conclusion

Participants take back a Manager Leadership Operating File linking authority, expectations, delegation, coaching, decisions, conflict, and accountability. The file improves consistency in daily people-management choices and clarifies evidence for follow-through. It also exposes support needs and recovery actions before team commitments fail.