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COURSE BROCHURE

Prioritisation and Delegation Training Course for New Managers

22 – 26 November 2026
Kuala Lumpur

jupiterprime.uk
info@jupiterprime.uk
Registered in the United Kingdom and Saudi Arabia

Prioritisation and Delegation Training Course for New Managers

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Prioritisation and Delegation for new managers is a 1-week training course for first-line and newly appointed managers who must move from doing the work themselves to directing the effort of others, and it produces a Personal Delegation Map. Promotion often arrives before the habits it demands, so organisations lose capacity when new managers hoard tasks or spread their attention thinly. Jupiter Prime Training runs this course for people taking their first management step.

Why Prioritisation and Delegation Matters Now

Flatter structures, hybrid working and constant messaging channels have widened the span of control of new managers while shrinking the quiet time they once had to plan. A manager who sorts commitments well and hands work over with clear authority frees senior time and grows the skills of the group; one who does not becomes a bottleneck and burns out. The course rests on the urgency-importance matrix, the situational delegation levels model and the responsibility assignment matrix RACI.

Who Gains Most from Prioritisation and Delegation

- Specialists recently promoted to lead colleagues they once worked beside
- Shift and section leaders who allocate daily tasks across rotating crews
- Project coordinators who hold deadlines without formal authority over contributors
- Aspiring managers preparing for their first direct reports
- Assistant managers who cover for a senior manager and approve work in their absence

Cohorts of new managers from one division gain most together, agreeing shared delegation levels.

Prioritisation and Delegation Capabilities

Participants leave able to protect their own attention and to transfer ownership of tasks without losing sight of results.

- Assess personal workload against role purpose and stated objectives — the line manager agreeing priorities
- Apply the urgency-importance matrix to weekly commitments — the direct reports who depend on timely decisions
- Calculate the true cost of keeping a task versus handing it over — the head of function weighing capacity
- Specify delegation levels, authority limits and check-in points — the team member receiving the task
- Communicate a delegated assignment with outcome, constraints and support — the colleague taking ownership
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Build a feedback rhythm that follows up without micromanaging — the trust between manager and team

Key Prioritisation and Delegation Terms

- Urgency-importance matrix — A four-box grid that sorts tasks by deadline pressure and contribution to goals, guiding what to do, schedule, delegate or drop.
- Delegation level — The degree of authority handed over, from gathering facts for the manager to deciding and acting without reporting back.
- RACI — A matrix naming who is responsible, accountable, consulted and informed for each task, preventing gaps and double ownership.
- Time audit — A record of how working hours are actually spent over several days.
- Reverse delegation — A direct report handing a problem back upward so the manager takes the task on again.
- Check-in point — An agreed moment to review progress on a delegated task, set before work starts rather than added out of worry.

Prioritisation and Delegation Day by Day

Day 1: From Doer to Manager

- Role Purpose Statement — What The New Manager Stops Doing Personally
- Three-Day Time Audit — Where Working Hours Actually Go Today
- Energy And Focus Mapping — Scheduling Demanding Tasks For Peak Attention
- Interruption Log — Which Channels And Requests Fragment The Working Day
- Stakeholder Expectation Grid — Whose Demands Carry The Most Weight

Day 2: Sorting What Matters

- Urgency-Importance Matrix — Deciding To Do, Schedule, Delegate Or Drop
- Pareto Analysis Of Tasks — Finding The Few Activities Driving Results
- Weekly Big Three Planning — Protecting Time For Objectives Over Noise
- Saying No With Alternatives — Declining Requests Without Damaging Relationships
- Time Blocking And Batching — Structuring Calendars Around Deep Work

Day 3: Handing Work Over

- Keep-Or-Delegate Cost Test — Weighing Manager Time Against Team Growth
- Situational Delegation Levels — Matching Authority To Skill And Willingness
- RACI Matrix — Clarifying Ownership Of Shared Team Tasks
- Delegation Briefing Structure — Outcome, Constraints, Resources And Deadline
- Skill And Will Assessment — Choosing Who Receives Each Assignment

Day 4: Following Through Without Micromanaging

- Agreed Check-In Points — Balancing Oversight With Team Autonomy
- Reverse Delegation Patterns — Keeping Problems With Their Rightful Owners
- Coaching Questions For Stuck Tasks — Building Capability Instead Of Rescuing
- Situation-Behaviour-Impact Feedback — Recognising And Correcting Delegated Work
- Motivation Drivers Of Direct Reports — Linking Tasks To Personal Development

Day 5: Practising the Personal Delegation Map

- Time Audit Review — Confirming Which Tasks Leave The Manager's List
- Matrix Sorting Of Live Commitments — Setting Next Month's Priorities
- Delegation Briefing Role Play — Rehearsing Handovers With Peer Observers
- Check-In Calendar Design — Scheduling Follow-Up For Each Assignment
- Personal Delegation Map — Final Task Owners, Levels And Review Dates

Applying Prioritisation and Delegation After the Course

- Repeat the three-day time audit in the first month and move at least three recurring tasks to named owners with agreed delegation levels.
- Hold a short RACI session with direct reports on one shared deliverable and publish the agreed check-in points.

Prioritisation and Delegation Questions FAQ

What is prioritisation and delegation for new managers, and why does it matter now?

It is the skill of choosing which commitments deserve a manager's attention and handing the rest to the right people with clear authority. It matters now because hybrid work and constant requests stretch new managers thinner than before, and poor handovers stall entire groups.

Which roles gain most from prioritisation and delegation training?

Newly promoted specialists, shift and section leaders, project coordinators and aspiring managers gain most. Each is moving from personal output to directing others.

How does prioritisation and delegation differ from a team leadership course?

It focuses on the manager's own time, choices and handovers rather than on team building, team charters or group dynamics. A team leadership course shapes how the group works together; this foundation course shapes how one new manager allocates personal effort and authority.

What do you bring back from prioritisation and delegation training?

You bring back a completed delegation map showing which tasks you keep, which you hand over, to whom and at what authority level and a rehearsed check-in calendar.

Prioritisation and Delegation: The Way Forward

The Personal Delegation Map first informs which recurring tasks leave the new manager's own list in the coming month. The line manager uses it to agree priorities and direct reports use it to confirm ownership. After its first use, the delegation levels deserve a second look, since growing confidence in the team usually allows more authority to pass downward.