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COURSE BROCHURE

# Delegation Checkpoints and Feedback Training Course for New Supervisors

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Amman

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# Delegation Checkpoints and Feedback Training Course for New Supervisors

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Delegation Checkpoints and Feedback is a 1-week training course for new supervisors and first-line managers who must hand over tasks, agree review points and give feedback on delegated work, ending with a personal Delegation Checkpoint Plan. Leaner structures push newly promoted staff to lead former peers quickly, and work that stays on the supervisor's desk stalls both output and staff growth. Jupiter Prime Training offers this course on Delegation Checkpoints and Feedback.

## Why Delegation Checkpoints and Feedback Matters Now

Three forces shape how new supervisors hand over work today. Flatter hierarchies promote specialists with little preparation. Hybrid and shift-based rosters mean a supervisor cannot watch work happen and must rely on agreed review points instead. Employees, meanwhile, expect regular, specific feedback and visible growth in their roles. Handled well, handover frees the supervisor and builds bench strength; handled badly, it brings rework and disengagement. The course rests on readiness-based guidance styles, the RACI responsibility matrix and structured feedback models described in general practice.

## Who Gains Most from Delegation Checkpoints and Feedback

- Recently promoted specialists allocating tasks they once performed
- Shift and site leads accountable for output from crews they cannot observe continuously
- Office and service supervisors who assign case work, approvals and customer follow-up
- Project coordinators who hand over work packages to colleagues without formal authority
- Deputy managers preparing to take full responsibility for a small unit's results

A cohort of supervisors from one department gains most, agreeing common handover habits and feedback language.

## Delegation Checkpoints and Feedback Capabilities

Participants learn to hand over work with clear limits, timed reviews and feedback that builds people.

- Assess which tasks to keep, share or hand over — the supervisor's weekly allocation
- Specify outcome, limits and authority in a handover brief — the staff member taking the task
- Design checkpoint schedules matched to task risk and staff readiness — the supervisor's own manager
- Apply observation-based feedback after each checkpoint — the employee's next attempt
- Calibrate the level of oversight to avoid micromanaging — trust within the unit

- Build stretch assignments into delegated work — staff development conversations

## Key Delegation Checkpoints and Feedback Terms

- Delegation — handing a task and the authority to complete it to another person while keeping final accountability.
- Checkpoint — an agreed moment during delegated work when progress, risks and questions are reviewed before the task continues.
- Handover Brief — a short written or spoken agreement stating the expected outcome, deadline, limits and resources for a delegated task.
- Readiness Level — a judgement of a person's skill and confidence for a specific task, used to set guidance and oversight.
- Micromanaging — excessive control of how a delegated task is done.
- Feedforward — forward-looking suggestions for the next attempt, given alongside comments on what has already happened.

## Delegation Checkpoints and Feedback Day by Day

### Day 1: From Doing to Supervising

- Role Shift Inventory — Which Specialist Tasks the Supervisor Should Release
- Reluctance Audit — Fear, Perfectionism and Time Beliefs Blocking Handover
- Task Sorting Grid — Keep, Share or Hand Over Each Recurring Task
- Accountability Versus Responsibility — Who Answers for Results After Handover
- Workload Snapshot — Supervisor Capacity Freed for Planning and Coaching

### Day 2: Matching People and Tasks

- Readiness Level Assessment — Guidance Needed for Each Staff Member
- Guidance Style Continuum — Directing, Coaching, Supporting or Handing Over Fully
- Skill and Interest Mapping — Choosing Who Receives Which Assignment
- Stretch Assignment Selection — Development Value Against Delivery Risk
- RACI Responsibility Matrix — Clear Roles When Several People Share Tasks

### Day 3: Handing Over With Clarity

- Handover Brief Template — Outcome, Deadline, Limits and Resources Agreed
- Authority Levels Ladder — How Much Decision Freedom the Employee Holds
- Teach-Back Technique — Confirming Shared Understanding Before Work Starts
- Resource and Access Checklist — Removing Obstacles Before the Task Begins
- Escalation Triggers — When the Employee Must Return to the Supervisor

### Day 4: Checkpoints and Feedback Conversations

- Risk-Based Checkpoint Scheduling — Review Frequency Matched to Task Stakes
- Progress Signals and Visual Boards — Monitoring Without Hovering Over Staff
- Observation-Based Feedback Model — Specific Behaviour, Effect and Next Step
- Feedforward Questions — Shaping the Next Attempt Rather Than Judging the Last
- Recovering a Slipping Task — Re-Scoping Without Taking the Work Back

## Day 5: Practising the Delegation Checkpoint Plan

- Task Sorting Grid Applied — Selecting Three Tasks From Own Unit
- Readiness Matching Rehearsal — Assigning Each Task to a Named Colleague
- Handover Brief Role Play — Peer Critique of Clarity and Limits
- Checkpoint Feedback Simulation — Practising Conversations at Mid-Task Reviews
- Delegation Checkpoint Plan Completion — Tasks, Owners, Review Dates and Feedback Points

## Applying Delegation Checkpoints and Feedback After the Course

- Hand over one recurring task using the handover brief template and hold two risk-based checkpoints with the colleague who takes it.
- Run a monthly feedback round with each direct report using the observation-based model and record one feedforward action for each.

## Delegation Checkpoints and Feedback Questions FAQ

### What is Delegation Checkpoints and Feedback and why does it matter now?

Delegation Checkpoints and Feedback is the practice of handing over tasks with clear limits, reviewing them at agreed points and giving useful feedback. It matters because new supervisors lead dispersed units and cannot watch every task.

### Which roles gain most from Delegation Checkpoints and Feedback training?

Newly promoted supervisors and first-line managers gain most. Examples come from operations, such as plant crews and logistics shifts, and from hospitals and customer centres.

### How does Delegation Checkpoints and Feedback differ from a course on team empowerment?

It focuses on the basic mechanics a new supervisor needs: deciding what to hand over, briefing it, setting review points and giving feedback. A course on team empowerment for experienced managers deals with staged authority and ownership across a whole function.

### What do you bring back from Delegation Checkpoints and Feedback training?

You bring back a Delegation Checkpoint Plan for your own unit. It lists tasks, owners, authority, review dates and planned feedback.

## Delegation Checkpoints and Feedback: The Way Forward

The Delegation Checkpoint Plan first informs which recurring task leaves the supervisor's desk next month and who takes it. Supervisors use it in weekly allocation, staff use it to know when reviews happen, and line managers use it to track development. After the first cycle, revisit readiness levels, since checkpoints can widen as colleagues gain confidence and skill.