PROFESSIONAL DEVELOPMENT TRAINING

Delivering Constructive Criticism Training

016 299 1479

REQUEST QUOTE

1.0 DAY COURSE

Conveying Constructive Criticism is one of the most difficult tasks for any manager or supervisor. If an employee performs an action that requires criticism or feedback, there are specific approaches to help you. In order to gain awareness and skills to provide criticism in a positive and correct manner, your management team would benefit by enrolling in a Delivering Constructive Criticism training course today!

This Delivering Constructive Criticism training course from PD Training provides participants the ability to eradicate negative behaviors and develop well-rounded and productive employees with suggestions for when to give criticism, how to provide negative and positive feedback and how to monitor staff behavior moving forward.

This dynamic and practical training course is now available throughout Malaysia including Kuala Lumpur and also via instructor-led online training.

This Delivering Constructive Criticism training course can be delivered at your premises by one of our expert local or international trainers or live online using our HIVE technology.

Contact us today for a quote or enroll now into the next public course date.

What You'll Gain:

Constructive Criticism must be provided correctly to maximize its impact and benefits. During this training course in delivering constructive criticism, participants receive training in choosing the right place, time and occasion for giving criticism, setting goals, prepare and plan a healthy criticism, and understanding the role of emotions and reactions in delivering constructive criticism.

Outcomes

Effective criticism helps in the management of human resources. It reduces/eliminates problematic behaviors and conflicts that negatively impact an organization. When an

employee commits an action that requires feedback or criticism it needs to be handled appropriately and skillfully.
This extensive training course helps participants develop essential skills in delivering constructive criticism that positively impacts an individual and the company.

After completing this course, participants will have learned to:

- Determine the right place to give feedback
- Consider informal feedback
- Gather facts on the issue
- Create an action plan
- Practice tone
- Control and create an impact
- Criticize in private, praise in public
- Create a safe environment for providing criticism
- Monitor body language
- Develop understanding and active listening
- Be collaborative
- Set goals
- Check emotions and outbursts
- Diffuse negative emotions including anger
- Understand what not to do
- Measure results

Modules

Lesson 1: Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

Lesson 2: When Should Feedback Occur?

- Repeated Events or Behavior
- Breaches in Company Policy
- When Informal Feedback Has Not Worked
- Immediately After the Occurrence
- Case Study

Lesson 3: Preparing and Planning

- Gather Facts on the Issue
- Practice Your Tone
- Create an Action Plan
- Keep Written Records
- Case Study

Lesson 4: Choosing a Time and Place

- Check the Ego at the Door
- Criticize in Private, Praise in Public
- It Has to Be Face to Face
- Create a Safe Atmosphere
- Case Study

Lesson 5: During the Session (I)

Lesson 6: During the Session (II)

- The Feedback Sandwich
- Monitor Body Language
- Check for Understanding
- Practice Active Listening
- Case Study

- Set Goals
- Be Collaborative
- Ask for a Self-Assessment
- Always Keep Emotions in Check
- Case Study

Lesson 7: Setting Goals

- SMART Goals
- The Three P's
- Ask for Their Input
- Be as Specific as Possible
- Case Study

Lesson 8: Diffusing Anger or Negative Emotions

- Choose the Correct Words
- Stay on Topic
- Empathize
- Try to Avoid 'You Messages'
- Case Study

Lesson 9: What Not to Do

- Attacking or Blaming
- Not Giving Them a Chance to Speak
- Talking Down
- Becoming Emotional
- Case Study

Lesson 10: After the Session (I)

- Set a Follow-Up Meeting
- Make Yourself Available
- Be Very Specific with the Instructions
- Provide Support and Resources
- Case Study

Lesson 11: After the Session (II)

- Focus on the Future
- Measuring Results
- Was the Action Plan Followed?
- If Improvement is Not Seen, Then What?
- Case Study

Lesson 12: Wrapping Up

- Words from the Wise
- Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Talk to our expert team

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