



Course: Delivering Constructive Criticism

Course Description:

Delivering Constructive Criticism is one of the most challenging things for anyone. Through this workshop your participants will gain valuable knowledge and skills that will assist them with this challenging task. When an employee commits an action that requires feedback or criticism it needs to be handled in a very specific way. Constructive Criticism if done correctly will provide great benefits to your organization. It provides the ability for management to nullify problematic behaviors and develop well rounded and productive employees. Constructive feedback shows an employee that management cares about them and will invest time and effort into their careers.

Course Duration: 1 Day (8 Hour Days)

Course Objectives:

- Understand when feedback should take place
- Learn how to prepare and plan to deliver constructive criticism
- Determine the appropriate atmosphere in which it should take place
- Identify the proper steps to be taken during the session
- Know how emotions and certain actions can negatively impact the effects of the session
- Recognize the importance of setting goals and the method used to set them
- Uncover the best techniques for following up with the employee after the session

Course Outline:

1. Module One: Getting Started
 - a. Workshop Objectives
2. Module Two: When Should Feedback Occur?
 - a. Repeated Events or Behavior
 - b. Breaches in Company Policy
 - c. When Informal Feedback Has Not Worked
 - d. Immediately After the Occurrence
 - e. Case Study
 - f. Module Two: Review Questions
3. Module Three: Preparing and Planning
 - a. Gather Facts on the Issue
 - b. Practice Your Tone
 - c. Create an Action Plan
 - d. Keep Written Records

- e. Case Study
 - f. Module Three: Review Questions
- 4. Module Four: Choosing a Time and Place
 - a. Check the Ego at the Door
 - b. Criticize in Private, Praise in Public
 - c. It Has to Be Face to Face
 - d. Create a Safe Atmosphere
 - e. Case Study
 - f. Module Four: Review Questions
- 5. Module Five: During the Session (I)
 - a. The Feedback Sandwich
 - b. Monitor Body Language
 - c. Check for Understanding
 - d. Practice Active Listening
 - e. Case Study
 - f. Module Five: Review Questions
- 6. Module Six: During the Session (II)
 - a. Set Goals
 - b. Be Collaborative
 - c. Ask for a Self-Assessment
 - d. Always Keep Emotions in Check
 - e. Case Study
 - f. Module Six: Review Questions
- 7. Module Seven: Setting Goals
 - a. SMART Goals
 - b. The Three P's
 - c. Ask for Their Input
 - d. Be as Specific as Possible
 - e. Case Study
 - f. Module Seven: Review Questions
- 8. Module Eight: Diffusing Anger or Negative Emotions
 - a. Choose the Correct Words
 - b. Stay on Topic
 - c. Empathize
 - d. Try to Avoid "You Messages"
 - e. Case Study
 - f. Module Eight: Review Questions
- 9. Module Nine: What Not to Do
 - a. Attacking or Blaming
 - b. Not Giving Them a Chance to Speak
 - c. Talking Down
 - d. Becoming Emotional
 - e. Case Study
 - f. Module Nine: Review Questions

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10. Module Ten: After the Session (I)
 - a. Set a Follow-Up Meeting
 - b. Make Yourself Available
 - c. Be Very Specific with the Instructions
 - d. Provide Support and Resources
 - e. Case Study
 - f. Module Ten: Review Questions
11. Module Eleven: After the Session (II)
 - a. Focus on the Future
 - b. Measuring Results
 - c. Was the Action Plan Followed?
 - d. If Improvement is Not Seen, Then What?
 - e. Case Study
 - f. Module Eleven: Review Questions
12. Module Twelve: Wrapping Up
 - a. Words from the Wise

This course can be customized for the client's needs.