PROFESSIONAL DEVELOPMENT TRAINING

Delivering Constructive Criticism Training

09 884 0762

REQUEST QUOTE

1.0 DAY COURSE

Providing criticism, even when positive, is one of the most challenging tasks. This training course in delivering constructive criticism provides participants with valuable knowledge and skills to help them easily and productively provide criticism.

The PD Training Delivering Constructive Criticism Training Course provides an insight into what makes criticism work. It includes planning and preparing for a critique using techniques that ensure that the person receiving the criticism is motivated to rectify past mistakes and work towards improvement.

This dynamic and practical training course is now available throughout New Zealand, including Auckland, Christchurch or Wellington and also via instructor-led online training.

What You'll Gain:

Constructive Criticism must be provided correctly to maximise 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 behaviours and conflicts that negatively impact an organisation. 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
- Criticise 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 Behaviour
- 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
- Criticise in Private, Praise in Public
- It Has to Be Face to Face
- Create a Safe Atmosphere
- Case Study

Lesson 5: During the Session (I)

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

Lesson 6: During the Session (II)

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

Lesson 7: Setting Goals

- SMART Goals

Lesson 8: Diffusing Anger or Negative Emotions

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

- Choose the Correct Words
- Stay on Topic
- Empathise
- 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

Phone: 09 884 0762

Email: enquiries@pdtraining.co.nz