

Delivering Constructive Criticism Workshop

Course Duration 1 Day

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 behaviours 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 Objectives

At the end of the course participants will be able to:

- 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

When Should Feedback Occur?

Repeated Events or Behaviour
Breaches in Company Policy
When Informal Feedback Has Not Worked
Immediately After the Occurrence

Preparing and Planning

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

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

During the Session (I)

The Feedback Sandwich
Monitor Body Language

Check for Understanding
Practice Active Listening

During the Session (II)

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

Setting Goals

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

Diffusing Anger or Negative Emotions

Choose the Correct Words
Stay on Topic
Empathize
Try to Avoid "Your Messages"

What Not to Do

Attacking or Blaming

Not Giving Them a Chance to Speak
Talking Down
Becoming Emotional

After the Session (I)

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

After the Session (II)

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