

PROVIDING CONSTRUCTIVE CRITICISM COURSE OUTLINE

Constructive criticism is crucial to improving a situation in the workplace. At times, it can be difficult to give and receive. There are efficient ways to handle and deliver constructive criticism. But first, you must be able to understand what it is and how to use it. This course focuses on understanding how emotions and actions can have a negative impact and how to determine the proper steps that will be used. You will uncover the best techniques and master the art of providing feedback in an effective manner.

MODULE ONE: GETTING STARTED

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

MODULE TWO: WHEN SHOULD FEEDBACK OCCUR?

- Repeated Events or Behaviour
- Breach's in Company Policy
- When Informal Feedback has not Worked
- Immediately After the Occurrence
- Case Study
- Module Two: Review Questions

MODULE THREE: PREPARING AND PLANNING

- Gather Facts on the Issue
- Practice Your Tone
- Create an Action Plan
- Keep Written Records
- Case Study
- Module Three: Review Questions

MODULE FOUR: 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
- Module Four: Review Questions

MODULE FIVE: DURING THE SESSION (I)

- The Feedback Sandwich
- Monitor Body Language
- Check for Understanding
- Practice Active Listening
- Case Study
- Module Five: Review Questions

MODULE SIX: DURING THE SESSION (II)

- Set Goals
- Be Collaborative
- Ask for a Self-Assessment
- Keep Emotions in Check
- Case Study
- Module Six: Review Questions

MODULE SEVEN: SETTING GOALS

- SMART Goals
- The Three P's
- Ask for Their Input
- Be as Specific as Possible
- Case Study
- Module Seven: Review Questions

MODULE EIGHT: DIFFUSING ANGER OR NEGATIVE EMOTIONS

- Choose the Correct Words
- Stay on Topic
- Empathize
- Try to Avoid "You Messages"
- Case Study
- Module Eight: Review Questions

MODULE NINE: WHAT NOT TO DO

- Attacking or Blaming
- Not Giving Them a Chance to Speak
- Talking Down
- Becoming Emotional
- Case Study
- Module Nine: Review Questions

MODULE TEN: AFTER THE SESSION (I)

- Set a Follow-up Meeting
- Make your Self Available
- Be Very Specific with the Instructions
- Provide Support and Resources
- Case Study
- Module Ten: Review Questions

MODULE ELEVEN: AFTER THE SESSION (II)

- Focus on the Future
- Measuring Results
- Was the Action Plan Followed?
- If Improvement is not Seen, Then What?
- Case Study
- Module Eleven: Review Questions

MODULE TWELVE: WRAPPING UP

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