



Delivering Constructive Criticism Training

Criticism often carries a connotation in the workplace where it is frequently given after presenting a product. However, it doesn't have to be that way. Criticism plays a role, in setting expectations and providing the knowledge to achieve those expectations. Its purpose is to help rectify mistakes by offering solutions to decisions. Unfortunately, there is a prevailing belief that criticism's always negative and that receiving it should make us feel bad. This misconception arises because most of the criticism we deliver although well intentioned often comes across incorrectly or offensively. The goal of this training course is to equip your team members with the skills they need to deliver criticism

Course Overview

The first part of the day will be dedicated to getting acquainted with participants and discussing what will be covered during the workshop. Students will also have an opportunity to identify their learning objectives.

By the end of this one-day workshop participants will gain the following abilities;

- Understanding the timing, for giving feedback.
- Learning how to prepare and plan for delivering criticism.
- Determining the environment for conducting feedback sessions.
- Identifying the steps to be taken during these sessions.
- Recognizing how emotions and certain actions can potentially hinder the effectiveness of feedback.
- Appreciating the importance of setting goals and understanding goal setting methods.
- Discovering best practices for follow up with employees after feedback sessions.

Preparing and Planning;

During this session participants will acquire knowledge on what they need to do in order to adequately prepare when providing criticism to an employee.

Choosing Time and Place;

This session will explore factors that should be taken into consideration when delivering criticism, including selecting a suitable location determining appropriate timing and choosing an effective delivery method.

During the Session;

Participants will learn how to conduct criticism professionally while achieving their intended objectives in this session.

Setting Goals;

In this session participants will understand which goals should be set to improve an employee's performance. They will also gain insights, into factors that must be considered when establishing these goals.

How to Deal with Anger or Negative Emotions

In this session participants will gain an understanding of the importance of providing criticism and learn ways to deliver it professionally and sensitively.

What to Avoid

During this session participants will be informed about what should and should not be said when giving criticism.

Next Steps, after Giving Feedback

Participants will also learn about the follow up actions that should be taken after providing criticism to an employee.

Wrapping Up the Workshop

Towards the end of the course students will have the opportunity to ask questions and create an action plan.

Visit <https://paramounttraining.com.au> for more information or call 1300 810 725