PROFESSIONAL DEVELOPMENT TRAINING

Delivering Constructive Feedback Training

1300 121 400

REQUEST QUOTE

1.0 DAY COURSE

Providing criticism, even when positive, is one of the most challenging tasks for anyone. 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. Learn skills like reading body language, when and where to give a critique, correct tone and much more.

This dynamic and practical training course is now available throughout Australia, including Brisbane,Sydney, Melbourne, Adelaide, Canberra,and Perth 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, preparing and planning a healthy criticism, and understanding the role of emotions and reactions in delivering constructive criticism.

Effective criticism helps in the management of human resources. It reduces problematic behaviours and conflicts that negatively impact an organisation. When an employee requires feedback or criticism it needs to be handled appropriately and skillfully.

Outcomes

After completing this course, participants will have learned to:

- Determine the right place to give feedback
- Consider informal feedback

- Gather facts on the issue
- Practice tone
- Criticise in private, praise in public
- Create a safe environment for providing criticism
- Monitor body language
- Develop understanding and active listening
- Be collaborative
- Check emotions and outbursts
- Diffuse negative emotions including anger
- Understand what not to do

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
- The Three P's
- Ask for Their Input

Lesson 8: Diffusing Anger or Negative Emotions
- Choose the Correct Words
- Stay on Topic

- Be as Specific as Possible
- Case Study

- 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

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