

Delivering Constructive Criticism

“Every human being is entitled to courtesy and consideration. Constructive criticism is not only to be expected but also sought” Margaret Chase Smith

Delivering constructive criticism is one of the most challenging things for anyone. If done correctly, it can provide 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.

Through this workshop, participants will gain valuable knowledge and skills that will assist them with this challenging task. They will learn when feedback should take place as well as how to prepare and plan to deliver constructive criticism. They will further understand that when an employee commits an action that requires feedback or criticism, it needs to be handled in a very specific way.



Course Objectives and Content

KEY LEARNING OBJECTIVES

1. Identify the proper steps to be taken during a constructive feedback session.
2. Determine the appropriate atmosphere in which constructive feedback should take place.
3. Recognise how emotions and certain actions can negatively impact the effects of the session.
4. Uncover the best techniques for following up with the employee after the session.

WHO IS THIS FOR?

This course is suited for anyone who has people reporting directly to them in an organisation.

COURSE CONTENT

1. When should feedback occur? Repeated events or behaviour, breach in company policy, when informal feedback has not worked, immediately after the occurrence.
2. Preparing and planning; gather facts on the issue, practice your tone, create an action plan, keep written records.
3. Choosing a time and place; check the ego at the door, criticise in private, praise in public, create a safe atmosphere.
4. Best approach; the feedback script, monitor body language, check for understanding, practice active listening.
5. During the session; set goals, be collaborative, ask for a self-assessment, keep emotions in check.
6. Setting goals; SMART goals, the three P's, ask for their input, be as specific as possible.
7. Diffusing anger or negative emotions; choose the correct words, stay on topic, empathise, try to avoid "you messages".
8. What not to do; attacking or blaming, not giving them a chance to speak, talking down, becoming emotional.
9. After the session; set a follow-up meeting, make yourself available, be very specific with the instructions, provide support and resources.
10. Focus on the future; measuring results, was the action plan followed? If improvement is not seen, then what?

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