

OUTLINE

Delivering Constructive Criticism

Lesson One

Getting Started

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

Lesson Two

When Should Feedback Occur?

- Repeated Events or Behavior
- Breaches in Business Policy
- When Informal Feedback Hasn't Worked
- Immediately After the Occurrence
- Case Study

Lesson Three

Organizing and Planning

- Gather Truth About the Issue
- Exercise Your Tone
- Create an Action Plan
- Keep Written Records
- Case Study

Lesson Four

Selecting a Time and Place

- Check the Ego at the Door
- Criticize in Private, Praise in Public
- It Must be Face to Face
- Create a Safe Atmosphere
- Case Study

Lesson Five

During the Session (I)

- The Feedback Sandwich
- Monitor Body Language
- Check for Understanding
- Practice Active Listening
- Case Study

Lesson Six

Throughout the Session (II)

- Establish Goals
- Be Collaborative
- Request a Self-Assessment
- Keep Emotions in Check
- Case Study

Lesson Seven

Setting Goals

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

Lesson Eight

Diffusing Anger or Negative Emotions

- Choose the Correct Words
- Stay on Topic
- Empathize
- Attempt to Avoid “You Messages”
- Case Study

Lesson Nine

What Not to Do

- Attacking or Blaming
- Not Giving Them a Chance to Speak
- Talking Down
- Becoming Emotional
- Case Study

Lesson Ten

After the Session (I)

- Set a Follow-up Meeting
- Make your Self Available
- Be Very Particular with the Directions
- Give Support and Resources
- Case Study

Lesson 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

Lesson Twelve

Wrapping Up

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

This course can be fully customised for your business team.
Please contact us for more details and our team will happy to assist.

www.paramountplus.com.au

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