

Delivering Constructive Criticism

Delivering Constructive Criticism is one of the most challenging things for anyone. Through this course participants will gain valuable knowledge and skills that will assist them with this challenging task. When an employee commits an action that requires feedback or criticism it needs to be handled in a very specific way. Constructive Criticism if done correctly will provide great benefits to the organization. It provides the ability for management to nullify problematic behaviors 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.

Course Outline

- When Should Feedback Occur?
- Preparing and Planning
- Choosing a Time and Place
- During the Session
- Setting Goals
- Diffusing Anger or Negative Emotions
- What Not to Do
- After the Session

Prerequisites

The candidate must have completed or be in the process of completing a high school or secondary school diploma or similar educational standards.

Training methods

- Interactive facilitator lead learning
- Class activities
- Group discussions and case studies
- Practical sessions
- Question and answer sessions
- E-learning
- Role-plays
- Self-assessment tools

Learning outcomes

Upon the completion of this Course, the learner will be able to:

- Understand when feedback should take place
- Learn how to prepare and plan to deliver constructive criticism
- Determine the appropriate atmosphere in which it should take place
- Identify the proper steps to be taken during the session
- Know how emotions and certain actions can negatively impact the effects of the session
- Recognize the importance of setting goals and the method used to set them
- Uncover the best techniques for following up with the employee after the session

Course Duration

The standard duration of this course is 12 contact hours.

Approvals & Accreditation

- Ministry of Labour, Kingdom of Bahrain
- HABC
- ILM

Who Should Attend

Middle to high level staff such as:

- Team Leaders.

For more information please feel free to contact:

Invita Training Center | P.O. Box 1197 | Manama | Kingdom of Bahrain
Tel: +973 17 506000 | Fax: +973 15 500202 | info@invita.com.bh