

## Delivering Constructive Criticism Workshop

Delivering Constructive Criticism is one of the most challenging things for anyone. Through this workshop your 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 your 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.

### Workshop Objectives:

- 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



For more information or to reserve your spot in this workshop, please contact:

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## CLASS CONTENT

### **Session One: Getting Started**

Workshop Objectives

### **Session Two: When Should Feedback Occur?**

Repeated Events or Behavior

Breaches in Company Policy

When Informal Feedback Has Not Worked

Immediately After the Occurrence

Case Study

### **Session Three: Preparing and Planning**

Gather Facts on the Issue

Practice Your Tone

Create an Action Plan

Keep Written Records

Case Study

### **Session Four: Choosing a Time and Place**

Check the Ego at the Door

Criticize in Private, Praise in Public

It Has to Be Face to Face

Create a Safe Atmosphere

Case Study

### **Session Five: During the Session (I)**

The Feedback Sandwich

Monitor Body Language

Check for Understanding

Practice Active Listening

Case Study

### **Session Six: During the Session (II)**

Set Goals

Be Collaborative

Ask for a Self-Assessment

Always Keep Emotions in Check

Case Study

### **Session Seven: Setting Goals**

SMART Goals

The Three P's

Ask for Their Input

Be as Specific as Possible

Case Study

### **Session Eight: Diffusing Anger or Negative Emotions**

Choose the Correct Words

Stay on Topic

Empathize

Try to Avoid "You Messages"

Case Study

### **Session Nine: What Not to Do**

Attacking or Blaming

Not Giving Them a Chance to Speak

Talking Down

Becoming Emotional

Case Study

### **Session Ten: After the Session (I)**

Set a Follow-Up Meeting

Make Yourself Available

Be Very Specific with the Instructions

Provide Support and Resources

Case Study

### **Session 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

### **Session Twelve: Wrapping Up**

Words from the Wise