

**Course Overview:**

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.

**Course Objective:**

- 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 Outline:**

- When Should Feedback Occur?
- Repeated Events or Behavior
- Breaches in Company Policy
- Preparing and Planning
- Choosing a Time and Place
- Check the Ego at the Door
- Criticize in Private, Praise in Public
- During the Session (I)
- Ask for a Self-Assessment
- Setting Goals
- Diffusing Anger or Negative Emotions
- What Not to Do
- Make Yourself Available
- Was the Action Plan Followed?
- If Improvement is Not Seen, Then What?

**Who Should Attend:**

Managers, team leaders and supervisors who are looking for performanceimprovements on both an individual and team basis.

**Training Language:**

EN / AR

**Training Methodology:**

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation