

Giving and Receiving Constructive Criticism



Develop assertive approaches for giving and receiving criticism

Improving yourself and others

In today's team-driven work environment, criticism is multidirectional. Some people avoid giving criticism because they are uncomfortable receiving it. Others fear damaging relationships, making people angry, or hurting people's feelings. On the contrary, constructive criticism, often referred to as constructive feedback, can solve problems, help improve productivity, build trust, and strengthen business relationships.

Who should attend

This program can be tailored for all employees. **Giving and Receiving Constructive Criticism** is especially helpful to individuals who want to give useful feedback and gain confidence in receiving and managing feedback on an ongoing basis.

What you will learn

Useful criticism is information we provide colleagues about their job performance or behavior in order to help them meet goals. Using assertive communication tools, you can receive criticism without becoming flustered or angered. Likewise, you can use these same tools to give criticism constructively. In this program you will learn how to:

- ◆ communicate better in situations involving criticism
- ◆ use a three-step approach to give or receive criticism
- ◆ focus on specific facts and behaviors, not individuals
- ◆ listen actively and with empathy to avoid misunderstandings
- ◆ ask questions to clarify

Program format

Giving and Receiving Constructive Criticism is a two-hour flexible training session. The workshop includes a video program entitled: Constructive Communication: How to Give It and How to Take It. It also includes interactive exercises and discussion. The program concludes with an action plan for putting new skills to work.

To register, contact:

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