



Peak Services delivers deep expertise in the local government sector. We understand the business of councils. Challenge us.

## DELIVERING CONSTRUCTIVE CRITICISM- 1 DAY COURSE

AUDIENCE	SHORT COURSE TOPICS	LEARNING OUTCOMES
<p>For supervisors, team leaders and managers who require skills in how to delivering constructive criticism. Through this workshop 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.</p> <p>Constructive criticism, if done correctly will provide great benefits to your organisation.</p>	<ul style="list-style-type: none"> <li>when should feedback occur</li> <li>repeated events or behaviour</li> <li>breaches in company policy</li> <li>preparing and planning</li> <li>choosing a time and place</li> <li>during the session</li> <li>check for understanding</li> <li>goal setting</li> <li>self-assessment</li> <li>diffusing anger or negative emotions</li> <li>measuring results.</li> </ul>	<ul style="list-style-type: none"> <li>help you understand when feedback should take place</li> <li>learn how to prepare and plan to deliver constructive criticism</li> <li>determine the appropriate atmosphere in which it should take place</li> <li>identify the proper steps to be taken during the session</li> <li>know how emotions and certain actions can negatively impact the effects of the session</li> <li>recognise the importance of setting goals and the method used to set them</li> <li>uncover the best techniques for following up with the employee after the session.</li> </ul>



### COURSE DETAILS

<b>Delivery</b>	<p>Our instructor-led training course provides participants with an interactive session including group discussions, case study reviews and question and answer sessions.</p> <p>Our trainers can customise or tailor the course to your specifications or needs and deliver in-house providing you with a cost-effective and efficient training session.</p>
<b>Duration and Location</b>	<p>Our standard structure for this course is 1 full day and can be delivered in any metropolitan or regional area of Queensland.</p> <p>Customisation is available based on individual council requirements.</p>
<b>Fees and Inclusions</b>	<p>Our training course will include:</p> <ul style="list-style-type: none"> <li>Instructor-led training</li> <li>Statement of Attendance</li> <li>Course Workbook</li> </ul>

**PLEASE CONTACT PEAK SERVICES FOR COURSE FEES OR A PROPOSAL FOR ONSITE/IN-HOUSE TRAINING PROPOSALS**

**REGISTER NOW  
07 3000 2148  
FIND OUT MORE  
training@wearepeak.com.au  
wearepeak.com.au**

