



2016/17 Course Outline

MSPD Skills Development Programme

Delivering Constructive Criticism

Learning Outcomes

This course will enable you to:

- Determine the right place to give feedback
- Consider informal feedback
- Gather facts on the issue
- Create an action plan
- Practice tone
- Control and create an impact
- Criticise in private, praise in public
- Create a safe environment for providing criticism
- Monitor body language
- Develop understanding and active listening
- Be collaborative
- Set goals
- Check emotions and outbursts
- Diffuse negative emotions including anger
- Understand what not to do
- Measure results