

This Delivering Constructive Criticism training course is designed to provide participants with the necessary skills and techniques to provide feedback that inspires growth and development in their employees. With a comprehensive curriculum consisting of 12 modules, participants will learn when to provide feedback, how to prepare and plan for feedback sessions, and how to choose the right time and place for feedback. They will also develop skills for managing difficult conversations and diffusing negative emotions that may arise during feedback sessions. The course will help participants set goals for their employees, avoid common mistakes in providing feedback, and learn what not to do during a feedback session. After completing this training, participants will be equipped with the skills and knowledge to provide constructive feedback that motivates employees to achieve better results, leading to increased productivity and organizational success.



## **About Our Trainer**

Dr. Linda L. Singh is a highly decorated retired Major General of the United States Army who shattered barriers and became the first African American and first woman to serve as Adjutant General for the Maryland National Guard. A dynamic and inspiring speaker, Linda draws upon her unique experiences to share powerful lessons in leadership, teamwork, and resilience. She is a sought-after speaker who has addressed audiences at the United Nations, NATO, and the Pentagon, as well as numerous corporations, non-profits, and educational institutions.

## **Learning Objectives**

- Module One: Getting Started
- Module Two: When Should Feedback Occur?
- Module Three: Preparing and Planning
- Module Four: Choosing a Time and Place
- Module Five: During the Session (I)
- Module Six: During the Session (II)
- Module Seven: Setting Goals
- Module Eight: Diffusing Anger or Negative Emotions
- Module Nine: What Not to Do
- Module Ten: After the Session (I)
- Module Eleven: After the Session (II)
- Module Twelve: Wrapping Up



For scheduling and/or assistance call us at: 678.432.0218



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