



ONLINE
COURSE

DELIVERING CONSTRUCTIVE CRITICISM

BROCHURE

Gain valuable knowledge and skills that will assist you with
Delivering Constructive Criticism.

Delivering Constructive Criticism or feedback to an employee needs to be handled in a specific way. This eCourse will provide you with the skills to help you:

- Recognise the appropriate atmosphere in which it should take place.
- Identify and interpret emotions and certain actions can negatively impact the effects of the session.
- Recognise the importance of setting goals and the method used to set them.
- Apply the best techniques for following up with the employee after the session.



DURATION

4 weeks online access



STUDY TIME

8-9 hours study time



ACCREDITATION

Internationally
Accredited with IACET



CONTINUING EDUCATION

UNITS (CEU'S)

0.9 CEU's



The
Leadership
CENTRE
DEVELOPING TOMORROW'S LEADERS

Delivering Constructive Criticism is one of the most challenging things for anyone. Through this eCourse you will gain valuable knowledge and skills that will assist you 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.

Delivering Constructive Criticism, if done correctly, will provide great benefits to your organisation. It provides the ability for management to nullify problematic behaviours as well as 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.

eCOURSE INCLUDES

- 4 Weeks Online Access.
- Customer Service eBook per phase.
- Customer Service Templates and Exercises.
- Quick Reference Sheet.
- Online Exam.
- International Certification.

KEY OUTCOMES

On completion of this eCourse, you will be able to:

- Identify when feedback should take place.
- Learn how to prepare and plan to deliver constructive criticism.
- Recognise the appropriate atmosphere in which it should take place.
- Identify and interpret emotions and certain actions can negatively impact the effects of the session.
- Recognise the importance of setting goals and the method used to set them.

CERTIFICATION

You are required to complete an online multiple choice exam with a pass mark of at least 80%.

ACCREDITATION

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TECHNICAL REQUIREMENTS (COMPUTER)

- A computer with Microsoft Windows operating system (98, NT, 2000, XP, Vista, or Windows 7) or Mac OS X (10.5 Leopard or higher).
- A computer with Microsoft Office 2000 or higher.
- A high speed internet connection and a web browser (Firefox is highly recommended as there are incompatibility issues with Internet Explorer).
- Adobe Reader (free software).

GET IN TOUCH

Should you have any queries, please contact us at The Leadership Centre.

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HAPPY LEARNING

The Leadership Centre Team

