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“Professionally Speaking”

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A Different Kind of Speaker
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Program Title		“Criticism: Given With Kindness— Received With Grace”	
Hours	3 - 5	Presentation Format:	Microsoft PowerPoint
Course Description		When criticism is given with kindness and received with grace, it changes behaviors not relationships. This course outlines how to get results from criticism that will enhance relationships and develop behaviors that are constructive and comfortable. Whether giving or receiving, learn the secrets of how necessary criticism can further goals and develop people. Change the act of criticism into the promise of support.	
Highlights		A program to center criticism on the collection and distribution of “data”. When criticism is centered on behavior and not personality or relationships, it is a tool to make us proficient and able to attain the goals we desire. Discover how kindness and grace changes outcomes.	
Special Points		Participants will: <ul style="list-style-type: none"> • Distinguish between constructive and destructive criticism • Become proficient with the safest formula for giving criticism • Learn how to disarm a bully during criticism • Learn the 3 questions you MUST ask when being criticized, AND render a bully - helpless • Slide into giving criticism when the power is unbalanced so you are seen as a team player not an attacker • Master rebuttals when criticism is given in private & in public to keep your composure and reputation 	