



DELIVERING POSITIVE CRITICISM: THE FIRST STEP IN PERFORMANCE IMPROVEMENT

with Dr. Hank Weisinger

\$425 (US) per person

VIRTUAL SESSION (3-HOUR)

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Recent research suggests that criticism is perhaps the most powerful and neglected business skill, that it causes more conflicts at work than disputes over power, pay, and promotion, and that most of us are inept at giving and taking criticism productively. Furthermore, the process of criticism underlies such corporate concerns as quality control, customer service, compensation, performance appraisal, and managerial and executive development, to say nothing of how criticism affects our personal relationships. This intense program will focus on how to transform the necessary exchange of criticism from a taboo act and a destructive and demoralizing encounter into a positive, motivating, mutually beneficial experience that encourages trust, heightens self-esteem, and boosts productivity. Beyond specific techniques for giving and taking criticism in the context of working relationships, the program will address key issues that have an immediate impact on the bottom line such as how executives and managers can solicit valid criticism from their subordinates, and thus ensure the best decisions are always made. The program will also have immense personal application.

DR. HANK WEISINGER

Dr. Hendrie Weisinger is a celebrated, influential, world renowned psychologist. A New York Times Bestselling author, he is a leading authority in the application of Emotional Intelligence, an expert in Anger management, and the originator of the highly regarded techniques of Criticism Training, and the originator of the emerging new field, pressure management, his area of study for the last decade and the subject of his new book to be soon published by Random House. Dr. Weisinger is the author of several successful books that have been translated into over thirty languages. They include: *Nobodys Perfect* (Warner Books), a New York Times Bestseller. Dr. Weisingers *Anger Workout* (William Morrow) is now in its 33rd printing and has sold over 140,000 copies. *Anger at Work* (William Morrow) is, according to Library Journal of Congress, a book that: Managers at all levels will find this book useful. Highly recommended. *Emotional Intelligence at Work* (Jossey Bass) has sold over 55,000 copies and is considered the most practical book on the subject and Publishers Weekly points out: Contrary to the traditional view that emotions should be absent from the workplace, Weisinger reveals the many ways in which they are actually the dominant force in workplace actions and interactions." In the same vein, Dr. Weisinger became the first psychologist to customize emotional intelligence to a specific industry. The result: *The Emotionally Intelligent Financial Advisor*. He is also the author of *The Power of Positive Criticism* (AMACOM) which has been translated into twelve languages. His last book, *The Genius of Instinct* (Pearson) was the first book to introduce the principles of evolutionary psychology to everyday life.

TOPICS COVERED

THE PSYCHOLOGY OF CRITICISM

SEVEN FACTORS FOR PRODUCTIVE CRITICISM

THE T.A.S.K. MODEL FOR GIVING CRITICISM

ACCEPTING CRITICISM

EXECUTIVE SUITE CRITICISM

DEVELOPING PEERSHIP

CRITICIZING SUBORDINATES

THE ART OF CRITICISM: DIFFICULT AND REPETITIVE SITUATIONS

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