



Delivering Constructive Criticism

SEHG-WPE-1040 · Business · approx. 10 min seat time · English · 100% online, self-paced

Accreditation & industry alignments: none verified on record — institutional accreditor mapping pending

COURSE DESCRIPTION

Workplace Essentials course covering delivering constructive criticism. Self-paced lessons with applied exercises.

WHO THIS COURSE IS FOR

Working professionals, team leads, and career-changers who want practical, job-ready Business skills — no prior coursework required. Teams and organizations can enroll groups for consistent, measurable upskilling.

WHAT'S INCLUDED

- 1 clock hour(s) of self-paced online learning
- 12 course modules
- 10 instructional videos — 10 minutes of total video runtime
- This syllabus (PDF), downloadable for reference
- Official SEHG Certificate of Completion upon finishing the course
- Language editions: English · Español

Delivered 100% online and self-paced in the SEHG learning platform. This section lists the materials currently delivered for this course.

MODULE MAP

- **Module 1 — Introduction**
 - Course Objectives
- **Module 2 — When Should Feedback Occur?**
 - Repeated Events or Behavior
 - Breaches in Company Policy
 - When Informal Feedback Has Not Worked
 - Immediately After the Occurrence
- **Module 3 — Preparing and Planning**
 - Gather Facts on the Issue
 - Practice Your Tone
 - Create an Action Plan
 - Keep Written Records
- **Module 4 — Choosing a Time and Place**
 - Check the Ego at the Door
 - Criticize in Private, Praise in Public
 - It Has to Be Face to Face
 - Create a Safe Atmosphere
- **Module 5 — During the Session (I)**
 - The Feedback Sandwich
 - Monitor Body Language

- Check for Understanding
- Practice Active Listening
- **Module 6 — During the Session (II)**
 - Set Goals
 - Be Collaborative
 - Ask for a Self-Assessment
 - Always Keep Emotions in Check
- **Module 7 — Setting Goals**
 - SMART Goals
 - The 3 P's
 - Ask for Their Input
 - Be as Specific as Possible
- **Module 8 — Diffusing Anger or Negative Emotions**
 - Choose the Correct Words
 - Stay on Topic
 - Empathize
 - Try to Avoid "You Messages"
- **Module 9 — What Not to Do**
 - Attacking or Blaming
 - Not Giving Them a Chance to Speak
 - Talking Down
 - Becoming Emotional
- **Module 10 — After the Session (I)**
 - Set a Follow-Up Meeting
 - Make Yourself Available
 - Be Very Specific with the Instructions
 - Provide Support and Resources
- **Module 11 — After the Session (II)**
 - Focus on the Future
 - Measuring Results
 - Was the Action Plan Followed?
 - If Improvement is Not Seen, Then What?
- **Module 12 — Assessment**

COMPLETION & CERTIFICATION

Completion-based: a certificate of completion is issued after all course videos have been viewed.
The certificate of completion is non-credit. This course does not currently carry academic credit or CEUs.

OFFICIAL SEHG CERTIFICATE

Graduates receive the official Synergy University Education Certificate of Completion — issued by the Office of the Registrar with a unique credential ID, shareable to LinkedIn and verifiable online.

Every certificate carries a unique credential ID — verify at:

SynergyEducation.AI/verify

SUPPORT, ACCESS & POLICIES

- Support: CEO@SynergyEducation.AI
- Accessibility: ADA/WCAG 2.1 AA-first delivery; accommodations available on request.
- Academic integrity and refund policies: per SEHG student handbook.

Enroll Today

Tuition per learner (Essentials tier) — enroll online with the course code below.

\$49 · SEHG-WPE-1040 · SynergyEducation.AI

Also available: instructor-led workshop kits for teams — in-person training agendas, playbooks, and facilitator materials built on this course. Contact CEO@SynergyEducation.AI.