



IMS

Philadelphia

The Institute for Management Studies, 201 West Liberty Street, Suite 100, Reno NV 89501

SUBJECT	DELIVERING POSITIVE CRITICISM: THE FIRST STEP TOWARD PERFORMANCE IMPROVEMENT		
FACULTY	DR. HENDRIE DAVIS WEISINGER		
LOCATION	Springfield Country Club 400 West Sproul Rd., Springfield, PA 19064 (610) 690-7600	DATE	Tuesday, October 5, 2010
		REGISTRATION	8:30 AM
		SESSION	9:00 AM - 4:00 PM

TIME TOPICS

5%	The role of criticism in today's corporate world
10%	The psychology of criticism
10%	Seven factors for productive criticism
20%	The T.A.S.K. model for giving criticism
10%	Accepting criticism
10%	Executive sweet criticism
10%	Developing peership
10%	Criticizing subordinates
15%	The art of criticism: Difficult and repetitive situations

SEMINAR DESCRIPTION

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.

FOR RESERVATIONS

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FACULTY



DR. HENDRIE DAVIS WEISINGER is a licensed psychologist with experience in clinical, counseling, and organizational psychology. He is the originator of criticism training and a leading authority on anger management. Dr. Weisinger teaches in UCLA's Executive Education and MBA programs, and lectures for other leading business schools throughout the country, including Wharton and Cornell University. He has consulted with, and conducted workshops for, numerous Fortune 500 companies, such as IBM, AT&T, Unisys, Intel, Control Data, Fireman's Fund, DEC, Hyatt, Hughes Aircraft, Warner Lambert, Pacific Bell, Sheraton, ARCO, TRW, and Rockwell. Dr. Weisinger's expertise has also been sought out by government agencies, including The U.S. Justice Department, Secret Service and the National Security Agency. His work has been featured in *BusinessWeek*, *The New York Times*, *TV Guide* and dozens of other national magazines and newspapers. He has written several articles for *The Wall Street Journal*, including "So You're Afraid to Criticize Your Boss?", which was selected as one of the 60 best articles ever to appear in the "Manager's Column." Dr. Weisinger has also been a guest expert on over five hundred television and radio shows, including *The Today Show*, *Good Morning America* and *Oprah*. He is the author of the best sellers *Nobody's Perfect*, *Anger at Work*, and *Emotional Intelligence at Work*, an IMS Book of the Month selection. His latest book is *The Power of Positive Criticism*.

GUIDE TO PARTICIPANT SELECTION

SENIOR EXECUTIVE
(Pres, Exec & Sr. VP)

EXECUTIVE
(VP & General Mgr)

SENIOR MANAGER
(Div. & Reg. Mgrs)

MIDDLE MANAGER
& SUPERINTENDENTS

3	3	3	3	3	3	3	3	3	3	3	3	3	3
2	2	2	2	3	2	2	2	2	2	2	2	2	2
1	1	1	1	2	1	1	1	1	1	1	1	1	1
1	1	1	1	1	1	1	1	1	1	1	1	1	1
Admin	Distrib	Engr	Finc	H.R.	Legal	Mktng	IT	Ops	Plng	Pchsg	R&D	Sales	

APPLICABILITY

"1" indicates primary target audience

"2" indicates a good fit if the level of material is appropriate

"3" indicates (in the opinion of the Institute and faculty) limited applicability.

FOCUS

PRIMARY

LEADERSHIP DEVELOPMENT:

Adaptability, Communication, Developmental Perspective, Empathy, Interpersonal Relations, Judgment, Motivation, Timing

SECONDARY

EXECUTING/CONTROLLING/EVALUATING:

Decision Making, Use of Authority, Direction, Guidance, Discipline, Follow Up, Evaluation

TERTIARY

PLANNING/ORGANIZING:

Problem Identification, Evaluating Alternative Solutions

LEVEL

Introductory Intermediate Advanced