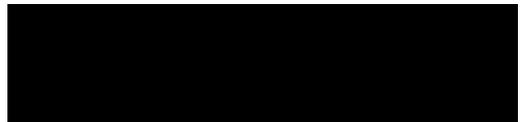




Personal Essentials

Don't Fear Feedback



Don't Fear Feedback

"Don't mind criticism. If it is untrue, disregard it; if it is unfair, keep from irritation; if it is ignorant, smile; if it is justified, it is not criticism – learn from it.

– Anonymous

Introduction/Overview

- Giving and/or receiving criticism can be challenging.
- Our negative perception of criticism needs to change.

Criticism: The well-intended communication of an evaluation of ideas, actions, or behaviors used in a manner to influence and motivate change in another person.

Criticism is a vehicle to success, so change how you think about giving and receiving it!

Receiving Criticism

"The fear of criticism is the kiss of death in the courtship of achievement."

- Unknown

Concepts to help overcome the fear of receiving criticism:

1. Change Your Perception of Criticism

- Criticism is given with the intent to help you improve
- Criticism demonstrates someone cares about you
- Realize what can be gained from the criticism

2. Toughen Up and Bring It On

- Ask for criticism
 - Choose your sources wisely
 - Understand their reluctance
- Reap the benefits
 - Information is from people you respect
 - Strengthens and builds trusting relationships
 - Demonstrates your desire to improve
 - Reduces stressful communication

Don't Fear Feedback

Receiving Criticism: (Continued)

3. *Control the Self-Talk*

- Recognize the messages you are sending to yourself
- Thoughts produce reactions

- Techniques to implement
 - Listen and focus on what is *actually* being said
 - Stifle self-talk with rational thinking

4. *Critique Your Criticism*

- How important is the content?
- Who is giving the criticism?
- Is it emotionally driven?
- Déjà vu: have I heard this before?
- What's in it for me?

Personal Activity: Reflect on a recent criticism you have received and validate it based on the above questions. Write it down and answer on a scale of 1-10 as to whether or not it is in your best interest to respond to the criticism you were given.

Asking questions slows the process down and allows us to act *rationally* rather than *emotionally*.

5. *It's Subjective*

- Criticism is an opinion
- Interpretation of criteria is processed subjectively

6. *Relax and Be In Control of Your Emotions*

- Can be challenging
- Emotional reactions can produce physical effects
- Utilize physical relaxation techniques
 - Deep breathing
 - Progressive Muscular Relaxation (PMR)

Don't Fear Feedback

Giving Criticism: (Continued)

Giving Criticism

"Any fool can criticize, condemn, and complain...and most fools do."

- Ben Franklin

Concepts to help overcome the fear of giving criticism:

1. *Know Your Intent and Be Strategic With Your Criticism*
 - Desired result is to help someone become better
 - Develop a plan and follow it
 - What needs to be changed and why?
 - What prompted the criticism?
 - What am I going to say?
 - How am I going to deliver the message?
 - Practice your delivery
2. *Choose Your Words Carefully*
 - Protect egos and self-esteem; don't use derogatory words/phrases
 - *"You idiot! You're so careless. That was stupid."*
 - Protect their dignity; use phrases that allow them to save face
 - *"Maybe you're not aware of this method..."*
 - *"Perhaps we could explore another way..."*
 - *"It might prove to be more effective if..."*
 - *"How about trying....."*
 - Initiate conversation by stating your goal in a positive way
 - *"Since we want to produce the best product for our clients in the most efficient manner....."*
 - Don't make it personal; address the task
 - *"You constantly miss your deadlines; you're just lazy."*
 - Words to avoid
 - *"Always" & "Never"* – These are generalizations
 - *"You always....You never..."*
 - Instead, use *"Sometimes"*
 - *"You"* – Causes defensiveness in the person, they feel attacked.

Don't Fear Feedback

Giving Criticism (Continued)

- "Should" – Causes defensiveness since it implies something was wrong. "Could" may be a better choice. It implies there are options.

3. *How to Effectively Communicate Criticism*

- Be empathetic
- Say what you mean; mean what you say
- Don't dwell on the negatives
- Tell them what they do right
 - State what needs improvement first
 - State what they do well second...end on a positive
- Ask questions for clarification and buy-in
- Incorporate motivation in your criticism
- Follow up

4. *Determine The Best Time to Give Criticism*

- Is it the best time and place to be the most effective
- Are you in the best frame of mind

5. *It's Subjective*

- Acknowledge the criticism is your opinion
- You may hold a position of power, but your criticism is *your perception*

6. *Relax and Control your Emotions*

- Don't give criticism as a reaction when emotions are not in tact
- Criticism is not to be given as punishment, but as improvement
- Utilize Physical Relaxation techniques
 - Deep breathing
 - Progressive Muscular Relaxation (PMR)

Don't Fear Feedback – Self Assessment Tool

The Criticism Inventory (TCI) (Continued)

7. What is the most difficult criticism for me to *receive*.....and why?

8. The person I find most difficult to criticize.....and why?

9. The person I find most difficult to receive criticism from....and why?

10. It is hardest to criticize my (subordinate/peer/supervisor). It is easiest to criticize my (subordinate/peer/supervisor). Why?

11. It is hardest to receive criticism from my (subordinate/peer/supervisor). It is easiest to receive criticism from my (subordinate/peer/supervisor). Why?

12. Who is most and least responsive to my criticism at work? Why?

Don't Fear Feedback

Best Care EAP Can Help!

Best Care Advantage is available to provide guidance in helping you deal effectively with any issues you may have in your professional or personal life.

Best Care's professional counselors and consultants can offer you...

- An objective perspective on your situation
- Ideas on how to address others' concerns
- Ongoing, confidential feedback and support

Call Best Care Advantage at 402-354-8000 or 800-666-8606 or contact us online at:

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References

Weisinger, H. (2000). *The power of positive criticism*. New York, NY: AMACOM.

Reina, D., & Reina, M., (1999) *Trust & betrayal in the workplace: Building effective relationships in your organization*. San Francisco, CA: Berrett-Koehler.

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Best Care Training Program Evaluation

Program Title: Don't Fear Feedback Date: 10-24-2012
 Your Company: NE – VOC REHAB Facilitator: David Dechant, MS, CCP

Thank you for attending today's session. Please share your impressions below.

| | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | | | | | |
|--|----------------|-------|---------|----------|-------------------|---|---|---|---|---|
| 1. The material covered in this program will benefit my professional and/or personal life. | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 |
| 2. The amount of material covered was appropriate for the time frame. | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 |
| 3. The services of Best Care EAP were reviewed. | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 |
| 4. The material was clearly presented and easy to follow. | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 |
| 5. The facilitator was enthusiastic about the topic. | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 |
| 6. The facilitator encouraged class participation and interaction. | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 |
| 7. Effective examples and illustrations were used. | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 |
| 8. The facilitator used effective presentation techniques (e.g. eye contact, vocal projection, gestures, etc.). | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 |
| 9. I would recommend this training to coworkers/colleagues. | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 |
| 10. What was particularly helpful about the training? | | | | | | | | | | |
| 11. What would you recommend changing about the training? | | | | | | | | | | |
| 12. If you would like to receive email updates about ongoing Best Care training opportunities, please give us your work email address: | | | | | | | | | | |