

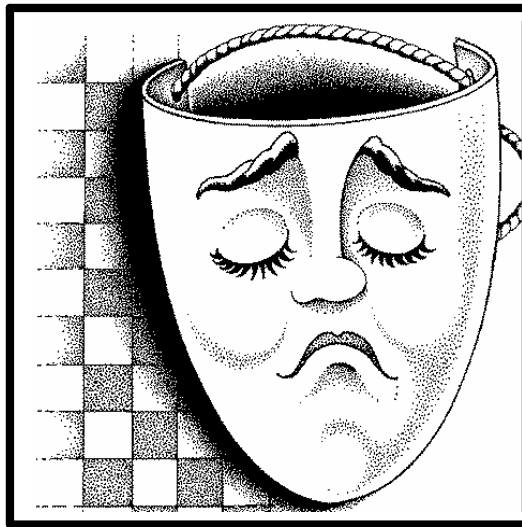
Learn to Accept Criticism – SARA

S – Surprise

A – **Anger**

R – Rationalization

A – *Acceptance*



HOW TO CRITICIZE OTHERS . . .

Remember how hard it is to receive criticism when giving it.

12 Ways to Criticize Effectively

1. Start with something good.
2. Make criticisms specific.
3. Be sure the behavior you are criticizing can be changed.
4. Use "I" and "we."
5. Make sure the other person understands the reason for your criticism.
6. Keep it short and sweet.
7. Offer to help the person.
8. Do not use anger or sarcasm.
9. Show the person you understand his feelings.
10. Cool off before writing a critical note.
11. Direct your criticism at the action, not the person.
12. End with your support and confidence in the person's ability.

Effective Criticism

- ◆ Identify behavior
- ◆ Be specific
- ◆ Don't criticize what can't be changed
- ◆ Use "I" and "we"
- ◆ Help the other person understand
- ◆ Keep it short
- ◆ Offer incentives for changed behavior
- ◆ No anger—no sarcasm
- ◆ Show understanding
- ◆ Cool off before writing
- ◆ Start by saying something good
- ◆ End by expressing support