How to Receive Criticism and Make it Work for You

The Need
Receiving criticism is an important and valuable skill. To achieve success in any endeavor we must be able to tolerate critical feedback and learn from it. However, receiving criticism is difficult for most people. Upon receiving criticism we feel vulnerable and become defensive and thereby miss opportunities to benefit from feedback. This workshop will help you explore why we become defensive, deliver tips for knowing when your “hot button” has been pushed and how to accept and integrate useful criticism. The training will also instruct though examples and/or role plays.

The Best Audiences for this Workshop
All levels of staff

The Objectives of this Workshop
1. Enhance sensitivity to the effects of criticism in our lives
2. Learn how to remove the emotional components from criticism in order to develop an objective perspective
3. Learn how to interpret criticism positively and benefit from the experience

The Workshop Agenda
I. Criticism: Why does it hurt?
   A. Identity under attack
   B. Emotional response
   C. Valid and unjustified criticism

II. Responding to criticism
   A. Protecting your ego
   B. Acknowledgement
   C. Disarming
   D. Probing

III. Tips for handling criticism

IV. Examples and role playing for skill integration