

Dealing with Criticism Transcript

Me: Good morning and welcome back to another episode on the M&M show brought to you Hill Home Investment where living is made affordable. I am your host with the most Maniya Shell. My guest speaker for today is Michael Shell coming out of Charlotte NC. How are you doing today Michael?

Speaker: I'm doing good, how about you?

Me: I'm fine thank you. So today we will be discussing how to deal with criticism which includes offering constructive criticism and how to respond non defensively to criticism.

Speaker: That's right folks, things you want to consider when offering constructive criticism is the content. Limit the criticism to one topic so your respondent does not grow to be defensive when piling loads of this on top of one another.

Me: That's correct Michael. While keeping it limited to one topic you should also define the problem clearly by listing the facts in enough detail so that the recipient knows exactly what you are talking about. This steers away from being overwhelmed or making the person feel targeted while you're trying to give constructive criticism because in the end constructive criticism is here to help and not to hurt.

Speaker: Also when defining the problem you should show how your criticism can benefit the recipient, so whenever possible describe the payoff for responding to your remarks.

Me: Thank you Michael. So next we will go over how to consider the sender. During this stage you should choose the most credible critic so the message can be delivered most effectively. So this could be for example, as in having your mother deliver a message or your mother being in charge of a message of "hey my brother is not doing something right with the choirs". Of course my brother isn't going to listen to meso your mother, dad, or grandmother can be the right credible one to get the message across to them.

Speaker: You should also make sure the criticism is appropriate to the roles of the critic's. Even accurate criticism is likely to be rejected if you have no business delivering it. For example, comments on someone's personal life is out of place unless it is affecting their work life.

Speaker: Lastly you want to consider the context and the delivery. Accompany your criticism with an offer to help such as offering to play or solving the problem at hand. Also accept partial responsibility for the problem if possible, show that you may have contributed in some degree so it is not a one sided issue.

Me: Thank you. In addition to the context, you should deliver criticism in a face saving manner. This means making sure your remarks are delivered privately because criticizing someone in front of others is likely to trigger resentment and embarrassment. Now we're going to let that soak in and we'll be back from a quick commercial break.

Commercial break

Me: And we are back. Welcome to those just now tuning in, we are talking about dealing with criticism and how to respond to those non defensively... the two most common responses are "fight" and "flight". Fighters react by counter attacking or blaming others. Flighter's physically or mentally avoid critics by refusing to listen thoughtfully to the criticism, but this is rarely a satisfying way to handle things.

Speaker: You can apply these learnings in real world situations by seeking more information and agreeing with the facts. Here's a demonstration of that.

Me: So, Michael I would like to talk to you in the next room about the way choirs are being done. You tend to forget to take the trash out until the last minute. So it would be helpful if you grabbed the trash early on so it does not become an issue and I also can give you a heads up before it gets too full to help you out along the way.

Speaker: Great job Maniya. You delivered in a face saving manner, identified a single topic instead of multiple, and offered to help where it was needed.

Me: Well there we have it folk! That will be all for this episode on the M&M Show: Dealing with Criticism, I am your host with the most Maniya Shell and don't forget to subscribe to hear more tips on different topics and thank you for listening.