PRACTISE / RESOURCE 10

Responding to Criticism and Repairing

Sort useful feedback, clarify concerns and set respectful limits.

Name / reference: _____ Date: _____

Pause before deciding whether feedback is accurate, partly accurate, unclear or insulting. Ask for a specific example if needed. Acknowledge what is fair without agreeing to everything. Repair an actual mistake with a proportionate apology and action. You can discuss a problem while setting limits around insults or intimidation.

WORKED EXAMPLE

Feedback: "You were late and I was waiting." Response: "You are right that I was late. I am sorry I kept you waiting. Next time I will message if I am delayed." Vague accusation: "Can you give me a specific example?" Insult: "I am willing to discuss the issue without name-calling."

START HERE

What was said, as accurately as I can recall?

What is specific and potentially useful? What is unclear or unfair?

What did I feel or feel an urge to do?

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A HELPFUL REMINDER

You can take time before replying: "I want to think about that and come back to you." Adapt to the situation and any immediate responsibilities.

PRACTISE IN YOUR OWN WORDS

A question that would help clarify the feedback:

What can I acknowledge honestly, without taking responsibility for everything?

An apology or repair action, if appropriate:

A limit or pause I need, if appropriate:

My final response, and what I would like to learn from this: