



# How to criticize - Dos and Don'ts

Criticism is part of developing critical candor. However, it is important to criticize correctly. Mark the dos you would like to use and the don'ts you would like to do less. Feel free to add your own dos and don'ts.

## DOS

When you criticize a person, show that you're caring, for example, by asking "how are you doing with that?"

Describe observations and formulate a wish at the end: "I have observed that.... and would wish that..."

Acknowledge emotions and verbalize them "I see you are..."

Take care of yourself and give yourself what you need to interact constructively, like getting enough sleep.

Make sure the other person knows what your expectations are. So the person knows what your feedback is based on.

Always describe how you felt in the situation and why it is important to you to bring up the subject.

## DON'TS

Never personalize criticism. Do not say "You are..." but refer to concrete observations, e.g. regarding behavior.

Don't manage the emotions of others. Avoid sentences like "Don't be sad".

Never say "Don't take it personally, but..."

Don't stereotype people. People and circumstances change.

Don't debate feedback you receive because it is the other person's perspective.

Assume with feedback that you can be wrong, because you are not the general standard of evaluation.