

How to Express Criticism

What are reasons why we hesitate to criticize?

- Don't want to rock the boat
- We feel uncomfortable
- It often takes time.
- We sometimes believe it doesn't work/has no effect.

Why is providing criticism important?

- It can uncover problems.
- Saves time in the long-run.
- Thoughtful criticism stops the build-up of unhealthy feelings.
- Can encourage learning and growth for the individual and for the relationship.

A model for providing effective criticism: Use **TACT**

Tell Talk about the other person's behavior

Affect Describe how the behavior affects you, the relationship, and the organization

Change Request a change in behavior

Tradeoff State the positive consequences of a change in behavior.