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# Criticism at Work

## WHAT STEPS ARE USED TO ACCEPT CRITICISM?

To be successful in the workplace, it is important to accept constructive criticism from your boss and learn from it. Most teens and many adults become defensive and/or make excuses when criticized. Instead, it is best to listen carefully to the criticism in order to find out what you need to do differently and then make sure to fix it. By responding to criticism with a positive attitude and showing the boss you have listened, will not only make your boss happy but will most likely lead to a good job evaluation and maybe a promotion. Below are some key steps you should follow in order to ensure you are properly accepting criticism at work.

**WARNING:**



NOT accepting  
constructive criticism  
can be **HAZARDOUS** to your  
future.

- **Listen:** You need to find out what you are doing wrong. Therefore, it is important to listen carefully to what the boss is saying. Don't interrupt.
- **Don't Become Defensive, Upset, or Hurt:** If you become defensive then you are showing the boss that you are not listening and that you are taking his or her advice personally. Keep a positive attitude and remember it is opportunity to become a better employee.
- **Restate and Clarify:** Make sure you clearly understand the problem. If it is not clear, repeat back to the boss what you think he or she is telling you that you did wrong.
- **Ask for Advice:** If you are not sure how to fix the problem, don't be afraid to ask for advice from the boss on how to best fix it.
- **Say Thank You:** Thank the person for the feedback. It is polite to do so and shows you are open to learning and being a good employee.
- **Fix the Problem.** Your actions to fix the problem will show the boss that you took his or her criticism seriously and learned from it.

**Answer each question with a complete sentence on a separate piece of paper.**

1. To be successful in the workplace, what is it important to learn to accept?
2. Responding to criticism with a positive attitude will do what for you at work?
3. Why is it important to listen to constructive criticism from your boss?
4. What does it show to the boss, if you become defensive when criticized?
5. What should you do if you don't understand what is being criticized?
6. What should you do if you are not sure how to fix the problem?
7. What should you say to the boss after being given constructive criticism?
8. What do you need to make sure you do in order to show the boss you took the criticism seriously and learned from it?

# Analysis

## Criticism at Work

Name \_\_\_\_\_

Per. \_\_\_\_\_ Date: \_\_\_\_\_

You work at local coffee shop. It has been a busy morning at work. Everyone is working hard. You think you are doing a good job and being a team player. However, the boss seems displeased with you. She says *“you need to be more polite and more welcoming to the customers.”*

- 1) What type of criticism is the boss giving you?
  - a. Why do you think it is this type of criticism?
- 2) Should you be angry or upset with the boss over this criticism? Explain why or why not?
- 3) Is it clear with what the boss wants you to do and how to act toward the customers?
- 4) What would it be wise to ask from the boss in order to make sure you are treating customers properly and the way she wants?
- 5) When the boss is done giving you advice, what would it be wise to say to the boss?
  - a. Why would it be wise to say this to the boss?
- 6) What would you want to do next in order to show the boss you took her criticism seriously and learned from it?

# Assessment

## Criticism at Work

Name \_\_\_\_\_

Per. \_\_\_\_\_ Date \_\_\_\_\_

*Select the best answer:*

**1. Criticism can be considered a tool used by managers to**

- a. always hurt you and make you feel bad.
- b. help you learn and improve yourself.
- c. punish you for not doing a good job.

**2. In order to succeed at work, one must**

- a. ignore all types of criticism.
- b. learn to properly accept constructive criticism.
- c. always accept destructive criticism.

**3. Accepting constructive criticism from your boss, means that you**

- a. become angry and defensive.
- b. make excuses and argue.
- c. listen and have a positive attitude.
- d. All of the above.

**4. When receiving constructive criticism it is best to**

- a. ignore it.
- b. learn from it so you can become a better employee.
- c. pretend you are listening or make excuses.

**5. To learn from constructive criticism, it is important to**

- a. not take it as a personal attack.
- b. step back and listen to the words being said and look at the behavior or action being criticized.
- c. choose to fix what is being criticized.
- d. All of the above.

**6. After you have received criticism from your boss, it is wise to**

- a. file a compliant.
- b. thank the boss for the advice.
- c. quit your job.

**7. After you receive constructive criticism, by taking action to fix the problem will show your boss that you**

- a. listened and took the criticism seriously.
- b. don't care and didn't listen.
- c. can't accept criticism.

**8. When it comes to destructive criticism it is best to**

- a. ignore it.
- b. accept it.
- c. worry about it.

**Criticism**  
**Constructive Criticism**

**Destructive Criticism**  
**Restate and Clarify**

*From above, select the best word or words for each sentence below.*

9. When a person is purposely trying to hurt your feelings; they are using

\_\_\_\_\_.

10. When someone is trying to help you learn or improve yourself by pointing out what you did wrong it is called

\_\_\_\_\_.

11. When being criticized by the boss, if you don't understand the problem, it is important to ask the boss to please

\_\_\_\_\_.

12. \_\_\_\_\_ is defined as someone pointing out a problem or fault of a person.

### **True or False**

13. \_\_\_\_\_ It is best to ignore all types of criticism.

14. \_\_\_\_\_ We are exposed to criticism at work, in school, and in our personal life.

15. \_\_\_\_\_ Constructive criticism is used by managers as a learning tool to help employees become better workers.

16. \_\_\_\_\_ Anytime a boss raises his or her voice at a worker, is angry, or seems unfriendly, then they are using destructive criticism.

17. \_\_\_\_\_ To be successful in the workplace, it is important to accept constructive criticism from your boss.