

A Formula For Giving Criticism

- 1. Self-Disclose Your Emotion**
- 2. Describe the Problem Behavior**
- 3. Give the Impact of the Behavior**
- 4. Inject a Face-Saving Statement**
- 5. Identify Desired Behaviors**
- 6. Offer Help and Support**
- 7. Get a Commitment for Change**

Remember . . .

*If you fail to compliment other people,
don't expect them to remain open to your
criticism.*