



Here are some ideas for making positive use of other people's criticism of you:

### **Say thank you**

A person who criticises you gives you something: a chance to develop and improve. Consider the criticism as a gift. Be pleased when others discover your mistakes. Thank them.

Let your body language demonstrate that you appreciate the criticism, and that you do not doubt the other person's right to call your attention to the mistake.

### **Explain why you appreciate the criticism**

Say for example:

- Thank you. I am glad you bring this mistake to my attention. It gives me a chance to do something about it.

### **Apologise for the mistake**

Make an unreserved apology – even if the mistake is due to circumstances beyond your control.

Don't try to explain away mistakes you know deep down you have made. Admit your mistakes.

Accept justified criticism. Disregard criticism which is not justified.

### **Don't feel hurt**

Don't feel hurt, irritated, vindictive or otherwise react negatively when you are reprimanded or criticised for your mistakes. See the reprimand as a help to avoid the mistake next time.

Regard your mistakes and setbacks as an unavoidable part of your development.

### **Learn from your mistakes**

Think of the negative consequences of your mistakes. Find and analyse the reasons for your mistakes. Learn from them. Correct them immediately.

Don't make the same mistake again.

Inform the person who criticised you that you have corrected the mistake.

### **Anticipate criticism**

Anticipate and prevent negative strokes.

Inform people of your mistakes – instead of getting stressed while waiting for the negative strokes you know will come.