



HOW TO

**criticise constructively
and creatively**

A WORKSHOP

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4 December 2008



INEVITABLES?



**Death.
Taxes
and ...**



... **criticism!**



WAIT FOR A SURPRISE!




**Criticizing
is a fact of life
We have been criticized
and we have criticized**



**We have been at both ends
of a criticism
in professional life
and in personal life
so we know of it
first hand**

**Theory and practice
GROUP DISCUSSION**



What do we know of criticism
from our experience
from our observation
from our hearsay
from our reading
from our reflection
from our other?



POLITICAL CRITICISM

We 'see' it

all the 24 hours


and we know its purpose



**To hurt
to demolish the opponent**




The exposure has implications




**We tend to emulate
the manners
we tear people to pieces
we are indiscriminate
we almost 'enjoy' the process
we tend to forget the context
we forget the purpose**



We may not have a role model



**We do not have even
one 40 minutes session
on the subject –
we are heavily handicapped
We have to get out
of the mould we are in**



WE CRITICISE
for a different purpose
and what is the purpose?



OUR PURPOSE:

To help

To correct

To build




Do we achieve the purpose?



**DO WE WISH TO ACHIEVE
THE PURPOSE?**



WHAT IS MISSING?



**Constructive. creative criticism
is not easy —
it takes effort. thought. practice**




SMALLGROUP DISCUSSION


**Our experience
of being criticised**



**WHAT ARE SOME
of the lessons:
some don'ts and some do's**



WE WANT THE OTHER
to be part of the solution.
not part of the problem
We want her/him
to creatively cooperate



**We are on one side –
the same side –
and the problem/challenge
is on the other side**



NOT WHO IS WRONG
but what is inadequate



ROLE PLAY SESSION



TRADITIONAL WISDOM

sayings

proverbs



**"People ask for criticism
but they only want praise"**

Somerset Maugham

So ...

**You cannot raise a man up
by calling him down.**

William H. Boetcker



**I criticize by creation.
not by finding fault.**

Cicero

**The legitimate aim of criticism
is to direct attention
to the excellent.**

Christian Bovee

Criticism should not be
querulous and wasting.
all knife and rootpuller.

but

guiding. instructive. inspiring.

Ralph Waldo Emerson

To avoid criticism.

do nothing. say nothing and
be nothing

Elbert Hubbard



ROLE PLAY
with different players
differing situations

OPTION POWER

1. Your report is sloppy
2. Your report needs to be improved
3. I believe your data analysis could be more complete
4. I would you to include the ABC projects in your data analysis



**5. I think the data analysis would be even better
if you included the ABC projects**

**6. I think you will be in a better position to get
your project approved if you include the ABC
projects in your data analysis of the situation
because**

**that will tell our clients
that we have been successful
on similar ventures.**




**I am impressed with your recommendations and
analysis.**

**I would image that you could do it in two or three
days and then we could go over it again.**

What do you think?

What guidelines/tips/learnings?

- Using the subjective mode: I think, I would imagine
- Stating the merits: Impressed with your recommendations and analysis
- Giving the incentive – "Get your project approved"

- 
- **Offering a solution – "Include the ABC projects in the data analysis"**
 - **Setting a realistic time frame – Two or three days**
 - **Planning follow up – We could go over it again**
 - **Involving your recipient – What do you think?**



ACCORDING TO ONE EXPERT

1. Be involved
2. Take a counseling approach
3. Be clear of the outcome
4. Talk about the immediate future
5. Don't overdo it. Take one at a time



6. Criticize early in the morning, early in the week

7. Avoid the word 'always'

8. Don't waste your time

9. Steer clear of humour

10. Be specific

11. Close with praise



According to another expert

- 1. Befriend criticism**
- 2. Criticize strategically**
- 3. Be improvement oriented**
- 4. Protect the self esteem**
- 5. Choose the right words**

CONTINUED

6. Criticize your criticisms
7. Involve your recipient
8. Without the 'but'
9. Tell them what you want
10. Be timing-oriented



Continued

11. Use questions socratically

12. When words don't work, use your actions

13. Use your expectations

14. Acknowledge that it is
subjective

15. Put motivation in your criticisms



Contd

16. Use their world

17. Follow up. follow up

18. Know your criteria for criticizing

19. Listen to yourself

20. Stay cool. calm and collected



**Do not expect a miracle –
it is a long journey
but a delightful one
which delight you may taste
from day one.**