Workplace Strategies for Mental Health

Compliments of Canada Life

E-learning module

Constructive criticism

When we receive feedback or criticism that's negative in tone, it can feel like we're being scolded or disrespected. This can cause us to react with hostility, frustration or conflict. It can also make us less open to considering any part of the feedback – even information that can help us grow and learn.

If you're intention is to help others grow and learn, there is a way to give feedback that is more likely to be considered.

We call this constructive criticism. It helps to encourage change by focusing on what can be done differently, not on what's "wrong."



Timing

Is this the right time to provide feedback?



Desired outcome

Focus on solutions rather than simply criticizing



Acknowledge

Tell them what you value and appreciate about them



Listen

Make it a conversation



Encourage

End the conversation on an encouraging note

Learn more about constructive criticism:

Constructive criticism
clwsmh.com/criticism

Express emotions constructively
clwsmh.com/express-emotions

All Workplace Strategies resources are available to anyone at no cost, compliments of Canada Life. To learn more, visit clwsmh.com.

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