



Receiving criticism

The challenge

Who can say they've never taken a criticism made by a colleague personally, or been hurt by negative feedback? The temptation to reject it out of hand is often very strong. However, reacting defensively often means that you miss the opportunity to learn from it. On the other hand, being receptive to criticism does not necessarily mean accepting it word for word. It is not easy to receive criticism well. Learning to do so is an essential skill in increasing your ability to progress.

Three good reflexes

To take full advantage of a criticism, you need to repress your instinctive defensive reaction and consider it as an opportunity to learn.

