

Critic's List

- **To give passive feedback:** Do everything you can to avoid revealing what you don't like. Beat around the bush, hem and haw, be vague about negatives (*"It's nothing really..."*). Make the person work to get the feedback out of you. Look away. Look embarrassed.
- **To use aggressive feedback:** Be vague about what you don't like (*"It's a mess!"*), make sweeping statements (*"The whole thing is wrong!"*), use absolutes (*"You never do the dishes!"*), criticize the person (*"You're a lousy cook!"*), and adopt an aggressive nonverbal stance (glare, lean in, frown, speak loudly, and so on).
- **To use passive-aggressive feedback:** Act sweetly but meanly. Use back-handed compliments (*"Sooo good for a beginner!"*). Take false responsibility (*"It's all my fault – I assumed you knew something about art"*).
- **To use assertive feedback:** Specify exactly what did not go well. Don't exaggerate. Include the positive. Focus on the event, not on the person. Take responsibility (*"I"* statements). Open, relaxed, attentive nonverbal style.

Topics for negative feedback:

- You did a lousy spacewalk.
- You didn't get the job.
- I'm giving you a low grade on your job performance form.
- I don't like your report on the project.
- The redecorating job on your house isn't to my taste.
- Your artwork is ugly.
- Your room is dirty.
- You're going out too much.
- You talk on the phone too much.
- You're driving the car carelessly.
- I think you're seeing your new boyfriend too much.
- You're not saving enough money from your paycheque.
- You're making too many demands on me.
- You're gaining weight.
- You're too thin.
- You have a fear of commitment.
- You're too unassertive – too much of a pushover.
- You haven't finished the chores yet.
- You're late again!
- All you do is sit around the house.
- You don't do enough work to justify your salary.
- You're giving me too much work to do.
- You annoy the customers.