

# Criticism Questionnaire

## Directions:

Take a few minutes by yourself to answer each of the following questions by giving the most appropriate response. It is important to carefully consider each question and given an honest response. This will help in determining how eloquent you are when delivering criticism. Use the following scale:

Almost Never	1
Rarely	2
Sometimes	3
Frequently	4
Almost Always	5

- \_\_\_\_\_ 1. When you deliver criticism, do you later regret some of the things said?
- \_\_\_\_\_ 2. After delivering criticism, do you spend extra time clarifying what you meant?
- \_\_\_\_\_ 3. When you criticize, do receivers typically respond defensively?
- \_\_\_\_\_ 4. After delivering criticism, is there typically very little conversation between yourself and the receiver?
- \_\_\_\_\_ 5. After you criticize, do receivers fail to take action?
- \_\_\_\_\_ 6. When you criticize, do receivers make comments about "how" the criticism is delivered (e.g., "stop yelling", "take it easy," "let's not blow this thing out of proportion")?
- \_\_\_\_\_ 7. Do receivers want to discuss matters further, but there is rarely enough time?
- \_\_\_\_\_ 8. When receivers ask for specific examples, are you unable to provide them?
- \_\_\_\_\_ 9. Do you find that specific examples cited are not consistent with the criticism being delivered?
- \_\_\_\_\_ 10. After you deliver criticism, are receivers unwilling to act on the criticism in a timely manner?
- \_\_\_\_\_ 11. Do you forget to follow up with the receiver after he has taken corrective action?
- \_\_\_\_\_ 12. Does the receiver fail to understand the criticism?
- \_\_\_\_\_ 13. When you deliver criticisms, do you lack a clear idea of the behavior you want from the receiver?
- \_\_\_\_\_ 14. Do you deliver criticism that cannot be acted upon by the receiver?
- \_\_\_\_\_ 15. Do receivers make comments about how bad the timing of the criticism is?
- \_\_\_\_\_ 16. Do you criticize others when you are upset or in a hurry?
- \_\_\_\_\_ 17. Do receivers say "stop yelling at me" when you are not raising your voice?

- \_\_\_\_\_ 18. Prior to delivering criticism, do you fail to consider whether you are the appropriate person?
- \_\_\_\_\_ 19. Do you present criticism for what it is and let the receiver determine whether or not there is any value?
- \_\_\_\_\_ 20. Do you leave it up to the receiver to develop appropriate actions to take?
- \_\_\_\_\_ 21. Do you avoid taking steps to ensure that you let the receiver know you believe in him/her?
- \_\_\_\_\_ 22. Does the receiver resist your criticism by saying "no one ever told me . . . "?
- \_\_\_\_\_ 23. Do you formulate your words and message at the same time you are delivering the criticism?
- \_\_\_\_\_ 24. Do you criticize others in public?
- \_\_\_\_\_ 25. Do past criticisms recur in subsequent conversations?

### Scoring Yourself

Add up your scores and apply the following interpretation:

**35 and below** If your total score value falls in this range, then you have perfected the art of giving quality criticism. Besides ensuring that you continue to put into practice what you know, it might be helpful if you shared your insights and knowledge with others.

**36-45** If your total score value falls in this range, then you are close to delivering criticism with eloquence. Carefully review your responses to each of the questions to see if any pattern emerges that will help you better focus on areas to refine. Concentrate on one area that needs work and practice for at least a two-week period. When implementation takes less effort, then move to another area that needs work.

**46-55** If your total score value falls in this range, then it is advisable to make sure you think before delivering criticism. For the next two weeks, rather than launch into the criticism, plan on purposely delaying what you have to say. And make sure you ask yourself, "What's your purpose?"

**56 and above** If your score value is 56 or over, then it is important for you to master the skill of delivering quality criticism.