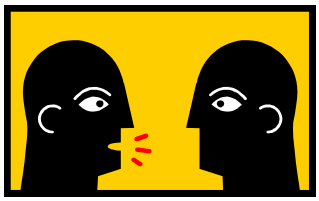
C y b e r B r e a k

July 27, 2007

The August 3rd workshop, Communicating Clearly, has been *cancelled*. We did not meet the minimum attendance required to host this workshop.

If you have any questions, please contact mcanal@swlaw.edu.

Receiving Feedback

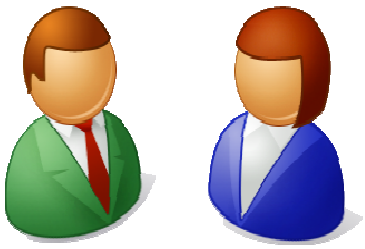


If you receive feedback or criticism, it is important to remain calm and fight the natural instinct to become defensive. The following tips can help you handle criticism in stride and turn the interaction into a positive learning experience.

- **Listen.**
  Keep an open mind. Don't start arguing or making excuses. Everybody makes mistakes or could use improvement in some areas.
- **Consider the source.**
  Does the speaker have the authority, knowledge, and experience to give you the feedback? *Proceed with caution* if the source is not in a position to criticize or give you feedback.
- **Ask for examples.**
  Ask the speaker to be clear and tell you exactly what is wrong or needs improvement. Ask the speaker to elaborate using specific examples on how you can make changes.
- **Evaluate the criticism.**
  If it is valid, accept it gracefully and with a positive attitude. Tell the speaker you appreciate his or her comments and be enthusiastic about your willingness to use them to improve your performance.
- **Keep the useful information but let go of the negative.**
  Don't dwell on the embarrassment of being criticized. Hold your head up and move on.

Criticism doesn't have to be negative or hurtful.
If you are GIVING criticism, it is important to:

- **BE TACTFUL.**
- **BE SPECIFIC.**
- **BE ACCURATE.**



If you have ideas, suggestions, comments or contributions for future editions of CyberBreak, please email them to Johanna Gan at jgan@swlaw.edu.