



# Offering Compliments and Criticism



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## Offering Criticism

### ❑ Be honest

You shouldn't be rude or act angry. However, you're dealing with adults, so speak candidly when employees' work is not good enough.

### ❑ Offer solutions

If you criticize without telling employees how to improve, you're just whining. Before you speak to employees, outline specifically what you want them to do to improve.

### ❑ Be open to dialogue

If you want employees to take your message to heart, you can't just lecture them and be done with it. Invite them to offer their input, and then together agree on action steps and the outcome you both want.



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# Offering Compliments and Criticism

## Offering Compliments

### Say thank you

Use “thank you” on a regular basis if you interact with your employees daily, such as “thank you for your hard work today” or “thank you for the ideas you presented in our meeting.”

### Be specific

When you compliment your employee, tell him/her exactly what inspires your praise.

### Go public

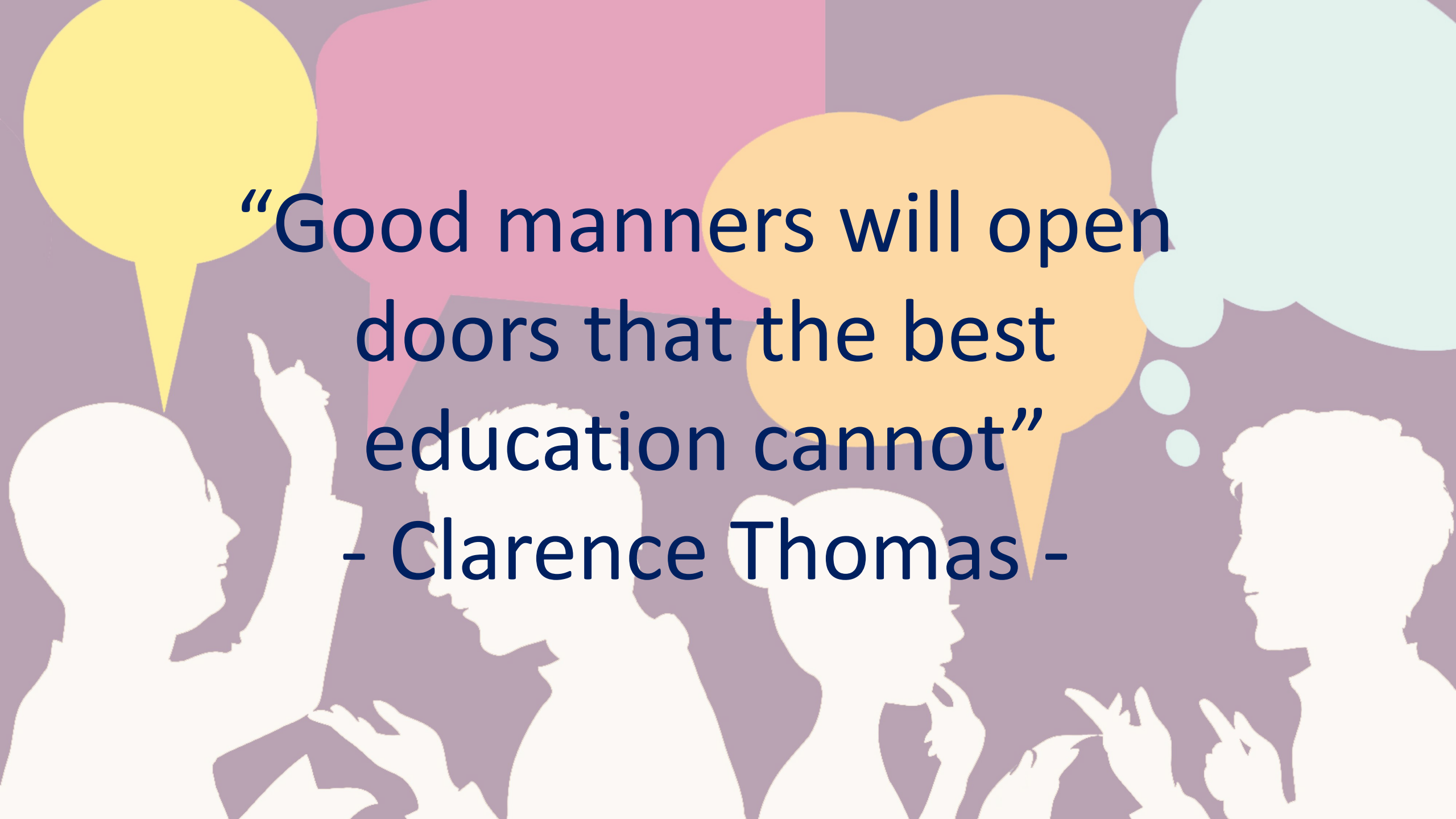
Share your positive feedback on an employee with your organization. You can do so via email, your corporate newsletter or a company meeting. Sharing his accomplishment can inspire other employees to raise the bar.

### Document praise

If you are inspired to compliment an employee, write a letter and include it in her personnel file; don't wait for her annual review.



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The background features four white silhouettes of people in conversation. On the left, a woman is gesturing upwards. In the center, a man is gesturing with his hands. On the right, a woman is resting her chin on her hand, and a man is gesturing with his hands. Several colorful speech bubbles are scattered around them: a yellow one at the top left, a pink one at the top center, a large orange one at the top right, and a light blue one at the top right. The text is centered over the orange speech bubble.

**“Good manners will open  
doors that the best  
education cannot”  
- Clarence Thomas -**

*Thank you*

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