

# Unit 2: Accepting Criticism and Feedback

## Performance Review

Your Target: To achieve a supervisor rating of 3 or better in each area at least once per quarter

4                      3.5                      3                      2                      1

Category	Excellent	Satisfactory	Poor
<b>Listen, even if you don't like what you hear</b>	Listens without interrupting, using positive and appropriate facial expressions that match the situation	Listens without interrupting. Refrains from negative facial expressions	<b>Does not</b> listen without interrupting. Uses little or negative facial expressions
<b>Apologize (even if you are right)</b>	Uses sincere and professional manner, apologizes for the situation	Apologizes for the situation, sounding sincere	<b>Does not</b> apologize, does not sound sincere or starts to make excuses or argue
<b>Say that you'll make the changes</b>	In an enthusiastic and sincere manner, assures that he/she will definitely make the change, using nonverbal communication skills to match his/her words	In a professional manner, tells me that he/she will make the change	<b>Does not</b> say he/she will make the change or starts to make excuses or argue
<b>Make the change and ask for other suggestions in which to improve</b>	In an enthusiastic and sincere manner, asks how he/she might improve in other ways. Makes sincere positive comment about wanting to improve.	In a professional manner, asks how he/she might improve in other ways	<b>Does not</b> ask for other ways to improve

Name: \_\_\_\_\_

## Unit 6: Accepting Criticism and Feedback

### Performance Review

Your Target: To achieve a supervisor rating of 3 or better in each area at least once per quarter

	1 <sup>st</sup> Attempt	2 <sup>nd</sup> Attempt	3 <sup>rd</sup> Attempt	4 <sup>th</sup> Attempt
Name of Evaluator				
Category	Date:	Date:	Date:	Date:
Listen Even if You Don't Like What you Hear				
Apologizes (even if you are right)				
Ask to Explain Your Point of View				
Asks for suggestions to improve				

	5th Attempt	6th Attempt	7th Attempt	8th Attempt
Name of Evaluator				
Category	Date:	Date:	Date:	Date:
Listen Even if You Don't Like What you Hear				
Apologizes (even if you are right)				

<b>Ask to Explain Your Point of View</b>				
<b>Asks for suggestions to improve</b>				