



# **The Arts of Criticism Giving and Taking**

Quiz

## Quiz – The Arts of Criticism Giving and Taking

---

1. The narrator advises that when receiving criticism, there are learning opportunities at three different levels. Which of these is not one of those levels?
  - A) Relationship issues.
  - B) Perception issues.
  - C) Corporate issues.
  - D) Factual issues.
2. A guiding rule of criticism is to attack the problem, not the person. Which of the following techniques can help keep criticism from becoming personal?
  - A) Take notes during your meeting.
  - B) Focus on facts—data, equipment, dates and numbers.
  - C) Have someone from HR present.
  - D) All of the above.
3. The program suggests using the self-test, asking yourself, “*Why am I giving this criticism?*” What is the purpose of the self-test?
  - A) To make sure your arguments are strong.
  - B) To rehearse your criticism.
  - C) To confirm that your purpose is to make the situation better for everyone, and not simply to vent.
  - D) All of the above.
4. The narrator warned us to be careful about using the word “but,” and/or “nevertheless” between which two actions?
  - A) Empathizing and pinpointing problems.
  - B) Receiving criticism and giving criticism.
  - C) Anticipating and asking questions.
  - D) Pinpointing problems and moving forward.
5. The EPM formula (Empathize, Pinpoint problems, Move forward) provides individuals with a structure for keeping comments constructive and emotions under control. Which of the following statements is true about empathizing?
  - A) Empathizing signals to the recipient that you are communicating as equals.
  - B) When you begin your criticism with a statement that demonstrates that you tried to see the problem from the other person’s point of view, you help to establish a cooperative tone.
  - C) Empathizing signals early in the conversation that there will be no punishment.
  - D) The more empathy the better.
6. The EPM formula states that it is important to pinpoint problems Why?

- A) Too often, criticism is vague. By identifying specific problems, we have a better chance of producing the change that we want.
  - B) Helpful criticism requires initiative.
  - C) The foundation of criticism is to identify and correct problems.
  - D) All of the above.
7. The “M” in the EPM formula for giving criticism stands for move forward, meaning:
- A) Move forward from criticism to criticism, listing them all at the same time.
  - B) After pinpointing problems, don’t dwell on them. Instead, move forward toward finding a solution
  - C) Move forward to document the problem.
  - D) All of the above.
8. In the 4-A formula for receiving criticism, Anticipate is short for:
- A) “Anticipate establishing common ground.”
  - B) “Anticipate a dialog.”
  - C) “Anticipate your course of action.”
  - D) “Anticipate a learning opportunity.”
9. Why is it useful to agree with something while receiving criticism?
- A) It sets a constructive tone.
  - B) It allows you to gain control of the conversation.
  - C) It slows down the pace of the conversation.
  - D) All of the above.
10. The last step in the 4 step formula for receiving criticism is analyze. What activities were listed as a part of this step?
- A) Take time out if you can—five minutes, 30 minutes, even a day.
  - B) Check the validity of the criticism by reviewing events privately or talking with a neutral third party.
  - C) Think about what your critic has said.
  - D) All of the above.

## Quiz – The Arts of Criticism Giving and Taking

---

1. The narrator advises that when receiving criticism, there are learning opportunities at three different levels. Which of these is not one of those levels?
  - A) Relationship issues.
  - B) Perception issues.
  - C) Corporate issues.
  - D) Factual issues.
2. A guiding rule of criticism is to attack the problem, not the person. Which of the following techniques can help keep criticism from becoming personal?
  - A) Take notes during your meeting.
  - B) Focus on facts—data, equipment, dates and numbers.
  - C) Have someone from HR present.
  - D) All of the above.
3. The program suggests using the self-test, asking yourself, “*Why am I giving this criticism?*” What is the purpose of the self-test?
  - A) To make sure your arguments are strong.
  - B) To rehearse your criticism.
  - C) To confirm that your purpose is to make the situation better for everyone, and not simply to vent.
  - D) All of the above.
4. The narrator warned us to be careful about using the word “but,” and/or “nevertheless” between which two actions?
  - A) Empathizing and pinpointing problems.
  - B) Receiving criticism and giving criticism.
  - C) Anticipating and asking questions.
  - D) Pinpointing problems and moving forward.
5. The EPM formula (Empathize, Pinpoint problems, Move forward) provides individuals with a structure for keeping comments constructive and emotions under control. Which of the following statements is true about empathizing?
  - A) Empathizing signals to the recipient that you are communicating as equals.
  - B) When you begin your criticism with a statement that demonstrates that you tried to see the problem from the other person’s point of view, you help to establish a cooperative tone.
  - C) Empathizing signals early in the conversation that there will be no punishment.
  - D) The more empathy the better.
6. The EPM formula states that it is important to pinpoint problems Why?

- A) Too often, criticism is vague. By identifying specific problems, we have a better chance of producing the change that we want.
  - B) Helpful criticism requires initiative.
  - C) The foundation of criticism is to identify and correct problems.
  - D) All of the above.
7. The “M” in the EPM formula for giving criticism stands for move forward, meaning:
- A) Move forward from criticism to criticism, listing them all at the same time.
  - B) After pinpointing problems, don’t dwell on them. Instead, move forward toward finding a solution
  - C) Move forward to document the problem.
  - D) All of the above.
8. In the 4-A formula for receiving criticism, Anticipate is short for:
- A) “Anticipate establishing common ground.”
  - B) “Anticipate a dialog.”
  - C) “Anticipate your course of action.”
  - D) “Anticipate a learning opportunity.”
9. Why is it useful to agree with something while receiving criticism?
- A) It sets a constructive tone.
  - B) It allows you to gain control of the conversation.
  - C) It slows down the pace of the conversation.
  - D) All of the above.
10. The last step in the 4 step formula for receiving criticism is analyze. What activities were listed as a part of this step?
- A) Take time out if you can—five minutes, 30 minutes, even a day.
  - B) Check the validity of the criticism by reviewing events privately or talking with a neutral third party.
  - C) Think about what your critic has said.
  - D) All of the above.