

# Neutralizing Criticism

When an individual encounters conflict and gets crashed, criticism is usually part of the conversation. To neutralize criticism and turn conflict into collaboration, use these personal skills:

## 1. Put On Your Armor.

1. Count to 10
2. Take a "death" breath
3. Use controlling lines



## 2. Filter Out Debris.

In most conflict situations there are root causes, other issues and strong emotions all tied up in one bundle. It is important to filter that all out.



## 3. Ask questions

To understand their viewpoint better, ask, "Could you give me be more specifics?" "What do you suggest I do differently?"



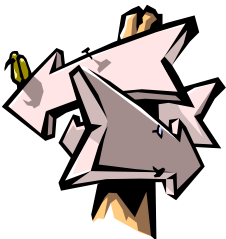
## 4. Diffuse and Disarm them.

1. Say "You might be right."
2. I agree (agree with what you can agree with).
3. Thank you for that feedback.



## 5. Redirect

Redirect the conversation to the issue and to the common goals.



Compliments of Karla Brandau, CEO, Brandau Power Institute  
Www.KarlaBrandau.com | 770-923-0883 | karla@KarlaBrandau.com