

# VIDEO NOTES

## Introduction

Why do you think it is so uncomfortable for many of us to give and receive feedback?

## Section 1: How to Take Criticism

What did we learn about feedback when our parents said, “What will other people think?”

What about the expression “If you can’t say something nice...?”

What is fogging and how could it help?

## Section 2: How to Give Criticism

What tips are suggested for setting the tone for feedback?

What is the sandwich approach and what does the author recommend?

What does DASR stand for and when is it used?

**D**

**A**

**S**

**R**