

# UNIT 8 GIVING AND RECEIVING CRITICISM

## Lesson A Listening



**1** Read the parts of the lecture. Listen to the lecture and number the parts in the order that you hear them. Then complete the chart.

Parts of the lecture	Main idea of each part
_____ constructive criticism	
<u>1</u> _____ topic	<i>how to give criticism that's fair and constructive</i>
_____ conclusion	
_____ results of negative criticism	
_____ an example of negative criticism	

**2** Listen to the lecture again. Listen for these excerpts and write the missing words.



. . . Last week Ray had an important exam. . . . when he got his exam back the first thing he saw was a big red F at the top of his paper. The professor . . . had written “ Disappointing performance – See me in my office ” at the bottom of the paper.

. . . Ray went to see his professor and tried to explain his situation, \_\_\_\_\_ wasn't \_\_\_\_\_. “You need to try harder,” he said. “If you can't handle working and studying at the same time, maybe you should think about quitting school.”

This made Ray so angry that he \_\_\_\_\_ door \_\_\_\_\_ out of his professor's office. But then he started to think that maybe his professor was right. And three weeks later he dropped out of school.

. . . We see that negative criticism \_\_\_\_\_ terrible . . . . If you have to criticize someone, experts say, \_\_\_\_\_ constructively, \_\_\_\_\_.

Constructive criticism has three steps: First, say something good about the person or their work. This will help them relax and prepare them for the next step. In step two, \_\_\_\_\_ about \_\_\_\_\_. Be honest, but be gentle. And don't stop there – talk to the person about solutions to the problem. The goal is to help a person learn and grow, \_\_\_\_\_ embarrass \_\_\_\_\_. Finally, in the third step, \_\_\_\_\_ another \_\_\_\_\_ about the person that lets them know you care about them. This will leave the person feeling \_\_\_\_\_ instead \_\_\_\_\_.

# Lesson B Conditional clauses

Study the grammar explanation on page 74 of the *Transitions Student's Book*.

## 1 Circle the correct form of the verbs.

1. If Jaime's co-worker **hadn't** / **haven't** yelled at him, he **wouldn't have been** / **weren't** so upset.
2. Miranda **would have** / **will have** gotten a promotion if she **had** / **would have** received a good annual review at work.
3. Bianca **would have gotten** / **got** a better grade if she **has** / **had** studied for the test.
4. If Isabella **had** / **have** received constructive criticism, she **would have felt** / **felt** better about the problem.
5. Jeremy **would have** / **had** gotten promoted if he **had** / **would have** stayed at his old job.
6. Francisco **would have** / **had** changed his behavior if he **had** / **have** known that it was bothering his co-workers.
7. If Ms. Woods **had** / **have** changed the students' schedules, they **would have** / **were** been happy.

## 2 Complete the sentences. Use the past unreal conditional.

1. Raquel got sick. She didn't go to the meeting.  
If Raquel hadn't gotten (not get) sick, she would have gone to the meeting.
2. David didn't meet his work deadlines. His co-workers were irritated with him.  
David's co-workers \_\_\_\_\_ (not be) irritated with him if he \_\_\_\_\_ (meet) his work deadlines.
3. Sasha gave her employees constructive criticism. Her employees listened and changed their work habits.  
If Sasha \_\_\_\_\_ (not give) her employees constructive criticism, they \_\_\_\_\_ (not listen) and changed their work habits.
4. Ben didn't attend all the study sessions. He didn't pass the exam.  
If Ben \_\_\_\_\_ (attend) all the study sessions, he \_\_\_\_\_ (pass) the exam.
5. The teacher didn't allow the students to turn in their papers via email. They didn't meet the deadline.  
The students \_\_\_\_\_ (meet) the deadline if their teacher \_\_\_\_\_ (allow) them to turn in their papers via email.

# Lesson C Reading

**1 Complete the sentences. Four of the words in the box will not be used.**

defended	insight	instinctively	rigid	self-righteous	vulnerability
✓defensive	instinct	kernel	rigidly	thoroughly	vulnerable

- When you are criticized by another person, it's easy to get defensive.
- Some people also act \_\_\_\_\_, as if they are right and the other person is wrong.
- It's important not to become \_\_\_\_\_ when listening to someone who is criticizing you. You should be flexible and consider possible reasons they might be criticizing you.
- There may be a \_\_\_\_\_ of truth in what they are saying.
- Listen to the criticism \_\_\_\_\_ to see whether or not anything that the other person is saying is correct.
- If your \_\_\_\_\_ tells you that the other person is right, then listen carefully to what the person is saying.
- You may feel \_\_\_\_\_, as if you could be hurt easily by the criticism.
- However, if you listen to the other person carefully, you may gain some \_\_\_\_\_ into the situation. Then you can decide if you agree with the other person or not.

**2 Look at the article “Accepting Criticism Gracefully” on page 76 of the *Transitions Student’s Book*. Complete the chart. You may need to infer the answer, or use your best judgment based on the information in the article.**

Four Steps for Responding Gracefully to Criticism	
What to Do	What to Say
1. <i>Show with a nod that you heard the criticism. Stay calm.</i>	5. <i>“I understand how concerned you are about this.”</i>
2.	6.
3.	7.
4.	8.

# Lesson D Reading

**1** Complete the chart with the correct word forms. Use a dictionary if necessary. Then circle the correct word forms in the sentences.

Nouns	Verbs	Adjectives
1. embarrassment	8. <i>embarrass</i>	15. <i>embarrassed</i>
2.	9.	16. disagreeable
3.	10.	17. weighty
4. surprise	11.	18.
5.	12.	19. prepared
6.	13. calm	20.
7. apology	14.	21.

22. If I had **prepared** / **preparation** more, I would have gotten a better grade on the test.
23. That teacher is so **disagree** / **disagreeable** – I don't like being in his class.
24. I was **surprise** / **surprised** when my co-worker criticized me.
25. How much does that book **weigh** / **weighty**?
26. Jeet looked very **apologize** / **apologetic** after he forgot to email me about the meeting.
27. It was such an **embarrass** / **embarrassment** to forget my interviewer's name!

**2** Skim the article “The Performance Evaluation” on page 78 of the *Transitions Student's Book*. Match the sentence parts to give accurate information about the article.

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|--|--|
| 1. John looked rather sad <u>c</u>               | a. decided to apologize to Bill.   |
| 2. John lost his cool _____                      | b. because he felt bad about himself.  |
| 3. Bill didn't give John a good evaluation _____ | c. because he got a bad job evaluation.  |
| 4. John didn't really listen _____               | d. because she listened to John.   |
| 5. John reacted to Bill's criticism _____        | e. when Bill said things he didn't like.                                       |
| 6. John blamed others _____                      | f. because he said John wastes time at work.                                   |
| 7. Serena is a good friend _____                 | g. because he got defensive and started talking about what a good job he does. |
| 8. At the end of the reading, John _____         | h. very defensively.   |

# Lesson E Writing

## 1 Read the story. Then answer the questions.

Carlos is a manager at a discount store. He oversees the customer service section of the store, supervising the workers who deal with returns and exchanges. Yesterday Carlos noticed the way one of the employees was talking to a customer.

The customer wanted to return a dress. Ted, the employee, quite rudely asked the customer if she had worn the dress and then refused to give the customer back her money because she didn't have a receipt. Ted didn't realize that the store policy was to look up the receipt on the computer by swiping the credit card that the customer had used to purchase the item.

After telling the customer that she could return the dress after all and showing Ted how to look up the receipt, Carlos took Ted aside. He mentioned that he appreciated how dependable Ted was as a worker. Then he pointed out that Ted had been a little short, or rude, with the customer when she brought in the dress to return. Carlos gently told Ted that he should change his manner with the customers a little by being friendlier and more understanding.

Ted took the criticism well – he told Carlos that he would work on being friendlier in the future. Carlos kept an eye on Ted and noticed that he improved his customer service skills after that incident.

1. Who are Carlos and Ted? \_\_\_\_\_
2. Where did this story take place? \_\_\_\_\_
3. Why was Ted criticized? \_\_\_\_\_
4. Was Ted criticized in a constructive way? Why or why not? \_\_\_\_\_
5. How did Ted respond to the criticism? \_\_\_\_\_
6. How did Ted's behavior change after Carlos talked to him? \_\_\_\_\_

## 2 Plan a story about a time when you were criticized or you criticized someone else. Answer these questions before writing the story. Then write the story on a separate piece of paper.

1. Where did the story take place? \_\_\_\_\_
2. Who were the people in the story? \_\_\_\_\_
3. Who was criticized? Why? \_\_\_\_\_
4. Was it constructive criticism? Why or why not? \_\_\_\_\_
5. How did things change after this incident? \_\_\_\_\_