

## 7 phases of the critical appraisal – with practical tips!

Phase	Topic	Contents	Examples
1	<b>Starting the discussion</b>	<ul style="list-style-type: none"> <li>• Welcome</li> <li>• Eye contact</li> <li>• Friendly address</li> <li>• Ideally one-on-one</li> </ul>	<p>→ “... it’s nice that we have met to sort it all out. For me, the occasion is...”</p> <p>→ “... I am glad that we are talking now. I am concerned about the following issue...”</p>
2	<b>Confrontation with criticism</b>	<ul style="list-style-type: none"> <li>• Wording of the actual criticism</li> <li>• Calm, objective, respectful, unambiguous</li> <li>• First person perspective</li> </ul>	<p>→ “I noticed that...”</p> <p>→ “I was vexed at the way you...”</p> <p>→ “I don’t agree with the behaviour that...”</p>
3	<b>Statement of the criticised person</b>	<ul style="list-style-type: none"> <li>• Give time to think</li> <li>• Encourage to share their own views</li> </ul>	<p>→ “That’s how I see it. And now I would be interested in your opinion...”</p> <p>→ “Can you relate to that?”</p> <p>→ “What were your motivations?”</p>
4	<b>Assessment of the facts</b>	<ul style="list-style-type: none"> <li>• Find a solution</li> <li>• Explore consequences</li> </ul>	<p>→ “How can you do things differently?”</p> <p>→ “What other options do you see in this matter?”</p> <p>→ “If things are the way they are now, how do we want to shape our cooperation in the future?”</p>

5	<b>Make agreements</b>	<ul style="list-style-type: none"> <li>• Formulate specific results</li> </ul>	<ul style="list-style-type: none"> <li>→ <i>“So we agree that...”</i></li> <li>→ <i>“So we are pursuing your proposal that in future...”</i></li> <li>→ <i>“In similar situations please come to me and...”</i></li> </ul>
6	<b>End of the conversation</b>	<ul style="list-style-type: none"> <li>• Draw a conclusion</li> <li>• Come to a positive wrap-up</li> </ul>	<ul style="list-style-type: none"> <li>→ <i>“I experienced the discussion as extremely constructive...”</i></li> <li>→ <i>Have we addressed all the issues?”</i></li> <li>→ <i>„For me, the solution is satisfactory. How do you feel about it?”</i></li> </ul>
7	<b>Follow-up appointment</b>	<ul style="list-style-type: none"> <li>• Agree time frame for success review</li> </ul>	<ul style="list-style-type: none"> <li>→ <i>“We should talk about what we discussed again in x weeks, what do you think?”</i></li> </ul>