



CCN WEEKLY SOLUTIONS SERIES  
THE WEEK OF OCTOBER 9, 2006



**“Unlocking Love’s Door:  
Ouch That Hurts!”**

**Featuring:  
Dr. Henry Cloud**

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## **I. Introduction**

The difficulty in giving and receiving criticism has virtually nothing to do with the criticism usually

## **II. Why Do We Have This Problem?**

A. We were designed to never know the difference between good or bad

B. We are more concerned if we are good enough or bad than with reality

C. Psychological

D. Sometimes our critical voices inside are not about anything negative

1. Feel bad about our needs

2. Being straight forward & assertive

3. Opinions, strengths

### **III. Three Areas of Focus Where Criticism is a Problem**

#### **A. Internal**

1. The feedback comes in a way that blinds us to the problem
  
  
  
  
  
  
  
  
  
  
2. Our ability to hear criticism will go through the filter

#### **B. External**

1. We are judgmental to judgmental people
  - Step back, take a timeout
  
  
  
  
  
  
  
  
  
  
  - Process it
  
  
  
  
  
  
  
  
  
  
  - Get your own voices separate from their voice
  
  
  
  
  
  
  
  
  
  
  - Don't get defensive
  
  
  
  
  
  
  
  
  
  
2. See them as crazy

## C. Interpersonal

### 1. Giving criticism

- Begin with the end in mind
- Acknowledge the relationship
- Be specific
- Stop moralizing your preferences
- Tell them what you would like differently
- Clarify
- Thank them for listening

### 2. Receiving criticism

- Be quiet
- Clarify
- Thank them
- Give your perspective
- Ask, How can I make this better for you?
- Get empathic
- Validate what you want

## Next Week on “Solutions”

### “Unlocking Love’s Door: Being in Jail”

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## Resources:

### **BOOKS:**

#### **Rescue Your Love Life**

By Drs. Henry Cloud and John Townsend  
[www.integritypublishers.com](http://www.integritypublishers.com)

#### **How People Grow**

By Drs. Henry Cloud and John Townsend  
[www.zondervan.com](http://www.zondervan.com)

#### **9 Things You Simply Must Do**

By Dr. Henry Cloud  
[www.integritypublishers.com](http://www.integritypublishers.com)

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