

FIRE Model

There are generally four layers in any conversation:

Facts	<i>What can you see, hear, validate? Facts are objective, provable, and verifiable.</i>
Interpretations	<i>How did you interpret what you heard?</i>
Reactions	<i>How did you feel?</i>
Ends	<i>What was your desired outcome?</i>

When you receive criticism, sort what you hear into those four categories. Set aside the interpretations, reactions, and ends, and process the facts.

Facts can have a calming influence, forcing you to think like an unemotional analytical problem solver. This can make you smarter and more open to change. Interpretations, reactions, and ends, by contrast, make you emotional, angry, and erode your ability to think clearly. There's usually some valuable fact stuffed into most criticism that's worth hearing — so set the emotionally-charged stuff aside and just think about the facts.