

How to Offer Constructive Criticism

Correcting mistakes is an important part of the job of both trainers and assessors and it is obviously important to do this in the most effective way so that the Candidate is not demotivated. Here are a few pointers...

- Always 'criticise' in private, never in public!
- Do NOT ask for the Candidate's opinion at first
- Look for something really positive to say to begin with
- Point out the mistake that has been made, be honest
- Say why you feel they have made the mistake
- Explain how to avoid the mistake in future
- Now ask how did they feel about the piece of work
- Finally, end on a positive note, say something complimentary

How this might work is shown in the following example:

John that was a really nice colour you chose for your model's hi-lights, it really suited her, well done!

I did notice that the colour was maybe not quite as even as it could have been, most of it was very good but the left side didn't seem to have as much colour as the right side.

I feel you concentrated too much on the underneath hair, it's an easy mistake to make, to be honest, I've done it myself.

The best way of avoiding this is to make sure you take identical sections either side of the parting, if you get these the same the chances are the colour will look more even.

Now tell me, how did you feel about the final result?

Don't let this put you off, you did really well on the colour choice and your colour work is usually really good. Sometimes you can learn more by making small mistakes.