



## CRITICISING CONSTRUCTIVELY

There are several ways of communicating criticism. A good starting point is to include the following points.

The order can be varied according to the situation.

<b>PROBLEM</b>	Describe specifically what you are criticising. It is important that this is within a person's capacity to change.
<b>FEELING</b>	Describe the feelings which the problem evokes in you. This demonstrates that you are genuine about your criticism.
<b>REASON</b>	Explain the reason behind your criticism. For most criticism this can be explained in terms of the effect caused by the problem. In more serious cases it can be explained in terms of the consequences to the person if it continues.
<b>REQUIREMENT</b>	State clearly what needs to be done so that the person is clear about what they need to do to improve or solve the problem.
<b>INVOLVE</b>	It is important to get the person to respond to your criticism. You may want to ask why the situation has come about or what they think they can do about it going forward.