

Unit 662 – Contribute to the Development of Effective Working Relationships

| Learning Outcome | Assessment Criteria |
|--|---|
| 1. Be able to develop working relationships with clients and colleagues | 1.1 Develop effective working relationships with clients 1.2 Develop effective working relationships with colleagues |
| 2. Be able to plan for self-development within job role | 2.1 Identify personal strengths and weaknesses 2.2 Contribute and agree to a self-development plan with targets |
| 3. Know the key factors that contribute to effective working relationships | 3.1 Describe how salon and legal requirements affect working relationships 3.2 Describe communication techniques and their importance in developing working relationships 3.3 Outline the importance of following salon procedures 3.4 State the importance of target setting and improving personal performance |