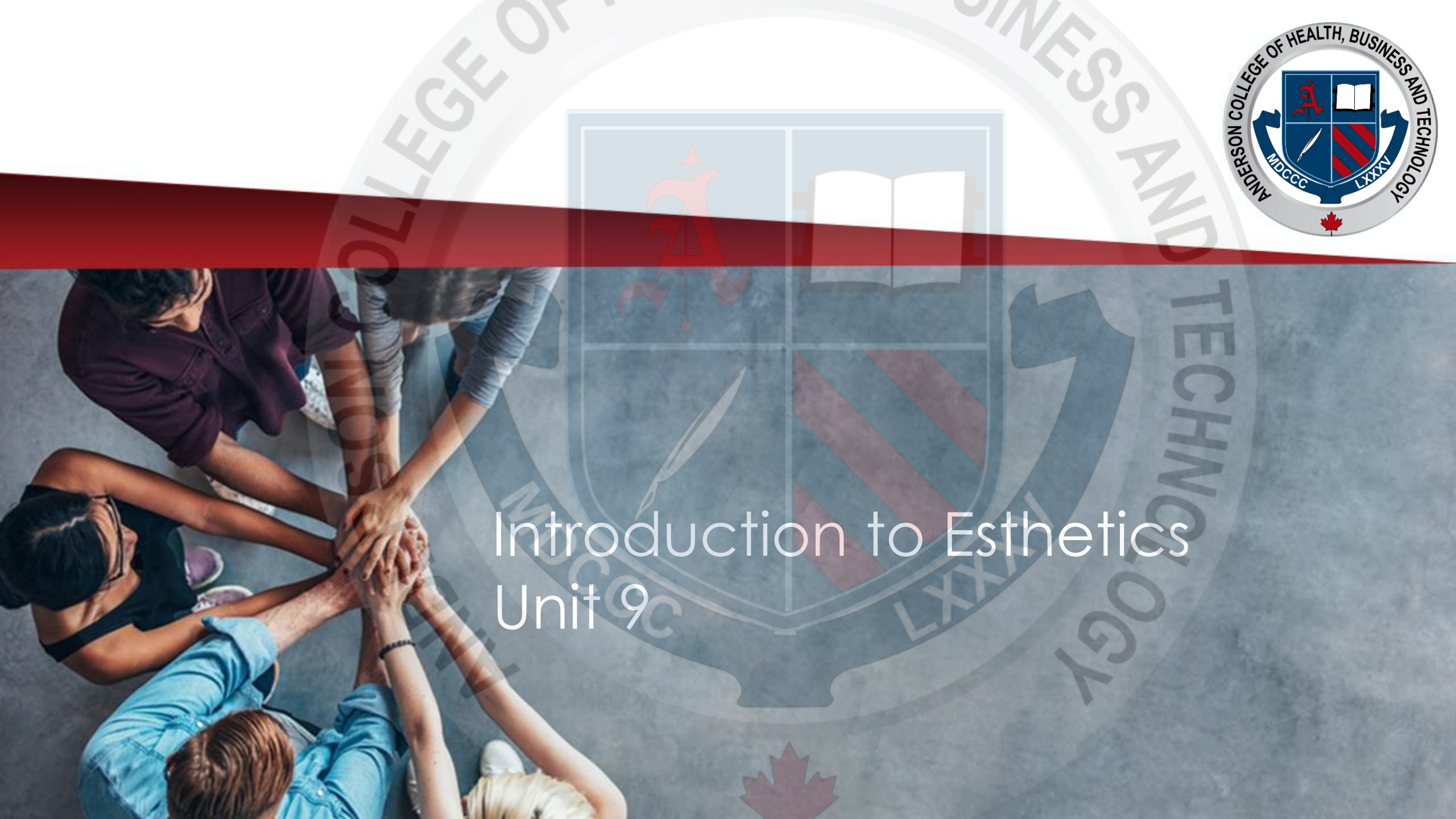


Introduction to Esthetics
Unit 9

The salon, spa, or barbershop is a close-knit community in which people spend long hours working side by side. For this reason, it is important to maintain boundaries. Remember, this is your place of business and, as such, communication within it should occur with respect and mindfulness.



Communicating with Coworkers

- Treat everyone with respect. Regardless of whether you like someone, your colleagues are professionals who deserve respect.

- Remain objective. Different types of personalities working together over long and intense hours can breed some degree of dissension and disagreement. Make every effort to remain objective. Resist being pulled into spats and cliques.

- Be honest and sensitive. Many people use the excuse of being honest as a license to say anything to anyone. While honesty is always the best policy, using unkind words or actions at work is never a good idea. Be sensitive and think before you speak.

- Remain neutral. There may be times where you are persuaded to choose sides. Avoid taking sides in a dispute.

- Avoid gossip. Gossiping never resolves a problem, it only makes it worse. Participating in gossip can be just as damaging to you as it is to the object of the gossip.

- Seek help from someone you respect. If you find yourself at odds with a coworker, seek out someone who is not involved and can be objective, such as the manager. Ask for advice about how to proceed and then really listen.

- Do not take things personally. How many times have you had a bad day? If you are confused or concerned by someone's actions, find a private place and an appropriate time to get clarification.



Be	Get	Be	Do not gossip or complain	Be
Be a problem solver. When seeking advice about an issue or problem, think of possible solutions beforehand.	Get your facts straight. Make sure that information is accurate before you speak to management.	Be open and honest. Advise the manager immediately when uncertainty compromises your decision-making skills.	Do not gossip or complain about colleagues.	Be open to constructive criticism. Keep an open mind and do not take the criticism personally.

Communicating during an Employee Evaluation



Take some time to look over the employee evaluation document.

Before your evaluation meeting, write down any thoughts or questions so you can share them with your manager. Do not be shy.

At the end of the meeting, thank your manager for taking the time to do the evaluation and for the feedback and guidance offered

Remember, the criteria are created for the purpose of helping you become a better beauty professional

Participate proactively in your career and in your success by communicating your desires and interests.

As the time for the evaluation draws near, try filling out the form yourself. In other words, perform a self-evaluation

When you meet with your manager, share your self-evaluation and express that you are serious about your improvement and growth.

Apply Communicating for Success

- Discuss with a classmate or study group how the 10-step consultation method should be adapted for your discipline; what some service-related complaints you may receive could be, and how to tackle them; how to accommodate clients with special or medical needs; and so on.

Competency Progress

- Explain communicating for success.
- Practice communication skills.
- Conduct the client consultation.
- Handle communication barriers.
- Follow guidelines for workplace communication.

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- Avoid gossip. Gossiping never resolves a problem, it only makes it worse. Participating in gossip can be just as damaging to you as it is to the object of the gossip.
- Seek help from someone you respect. If you find yourself at odds with a coworker, seek out someone who is not involved and can be objective, such as the manager. Ask for advice about how to proceed and then really listen.

- Do not take things personally. How many times have you had a bad day, or been thinking about something totally unrelated to work, when a colleague asks you what is wrong or if you are mad at her? Just because someone is behaving in a certain manner, and you happen to be there, does not mean the behavior involves you. If you are confused or concerned by someone's actions, find a private place and an appropriate time to get clarification.