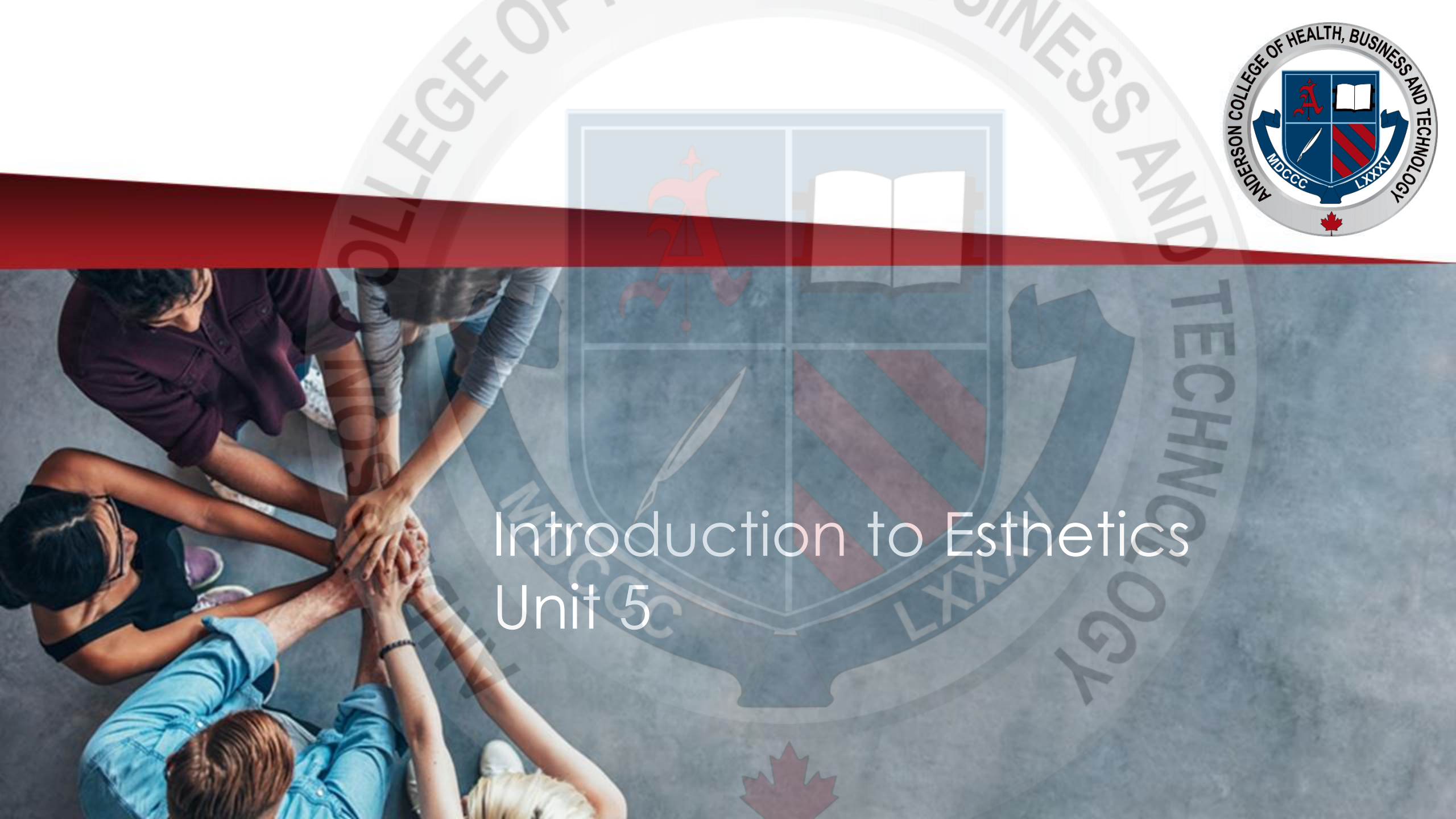


Introduction to Esthetics
Unit 5

Let's Define Ethics

- How to manage yourself in the work environment will also impact your success.

- Ethics are the moral principles by which we live and work. In a shop setting, ethical standards should guide your conduct with clients and fellow employees. When your actions are respectful, courteous, and helpful, you are behaving in an ethical manner.




What might be acceptable to others might not be acceptable to us and vice versa
Because we live in a multicultural society the values of others might not be our valu
Being receptive and respectful towards other's beliefs system will only help you grow and become more understandin
g

Common Ground



- Regardless of cultural differences there should be a common agreement on the following
- Being on time
- Respecting other people's property
- Minding your words
- Not taking things that do not belong to you
- Honor the space you work on and always leave it properly cleaned and care for after you use it
- Respect others' opinions, interest and concerns,
- Be mindful of other people's time and money

The Whole Person

- An individual's personality is the sum of their characteristics, attitudes, and behavioral traits. Attitude improvement is a process that continues throughout life. In both your professional and personal life, a pleasing attitude gains more associates, clients, and friends. You will know you have a pleasing attitude when you are able to see the good in difficult situations. People enjoy the company of individuals who can put a positive spin on things.



Emotional Stability

- Learning how to handle a confrontation and how to share your feelings in a professional manner is important to building emotional stability and control.



Sensitivity



- Being sensitive means being compassionate and responsive to other people

Values and goals.

Values and goals guide our behavior and give us direction.



Receptivity



- Be interested in other people and responsive to their opinions, feelings, and ideas. Receptivity involves taking the time to really listen to others. Also, be open-minded and willing to work with all personality types.



Effective communication skills

- Commit to practicing effective communication through active listening and both verbal and nonverbal skills

1

Provide skilled and competent services.

2

Be honest, courteous, and sincere.

3

Avoid sharing clients' private matters with others—even your closest friends.

4

Participate in continuing education and stay on track with new information, techniques, and skills.

5

Give clients accurate information about treatments and products.

Professional Ethics

Self-care. To be helpful to others, it is essential to take care of yourself. Try the Self-Care Test to assess how you are doing (Figure 1-12).

Integrity. Maintain your integrity by aligning your behavior and actions to your values. For example, recommending products that clients do not really need is unethical behavior. On the other hand, if you feel that a client would benefit from certain products and additional services, it would be unethical not to give the client that information.

Discretion. Do not share your personal issues with clients. Likewise, never breach confidentiality by repeating personal information that clients have shared with you.

Communication. Your responsibility to behave ethically extends to your communications with customers and coworkers. Be aware of what you say and how you say it. Also, be conscious of your nonverbal communication, such as facial expressions and body language, which is just as important as verbal communication.

Self Test time! 20 minute activity

- Go to page 21 of the book
- Follow the guidelines for the self test
- Be honest with yourself, no one has to see the results
- Write down what you have learned and what areas you need to improve



Develop an approachable personality

Be	Be a yes person
Be	Be diplomatic
Have	Have a pleasing tone of voice
Raise	Raise your concerns in a positive manner
Single out	Never single out a person on a group discussion
Raise	Always raise your concerns with the others on a one on one base in an amicable tone

Group Discussion



- Divide the class into groups
- Explain life skills.
- List the principles that contribute to success.
- Design a mission statement.
- Set long-term and short-term goals.
- Demonstrate effective time management.
- Employ successful learning tools.
- Define ethics.
- Develop a positive personality and attitude
- Share with each other your responses