

Educational

TEAM TRAINING TOPICS

Short, Engaging Sessions To Build Your Team's
Knowledge & Skills In Essential Client Service Areas

*They'll LAUGH,
They'll LEARN*

**They'll Be
INSPIRED
To Take
ACTION!**



MASTERING THE TELEPHONE

That's Your Cash Register Ringing!

- Does your team view a ringing telephone as an annoying interruption to their day?
- Are you investing marketing dollars to grow your business but can't seem to convert calls into appointments?



The telephone can be an area that we don't manage well, resulting in missed potential customers and lost income.

Learn what callers are really listening for and how to turn them into long term fans. Reset your approach and get that cash register ringing!

THE CLIENT JOURNEY

Creating Your ULTIMATE Client Experience



The Ultimate Client Service Blueprint for Creating an Outstanding (& profitable!) Client Experience.

Understand exactly what must be done and when to cater for your guest's every (unspoken) need.

Learn the most effective times to consult, educate, suggest additional services and plan future appointments to support your client's natural emotional journey through the salon and maximise your results.

Ideal for Salon Owners, Managers and Staff Of All Levels

DON'T SELL, TEACH!

The Art Of Product Education

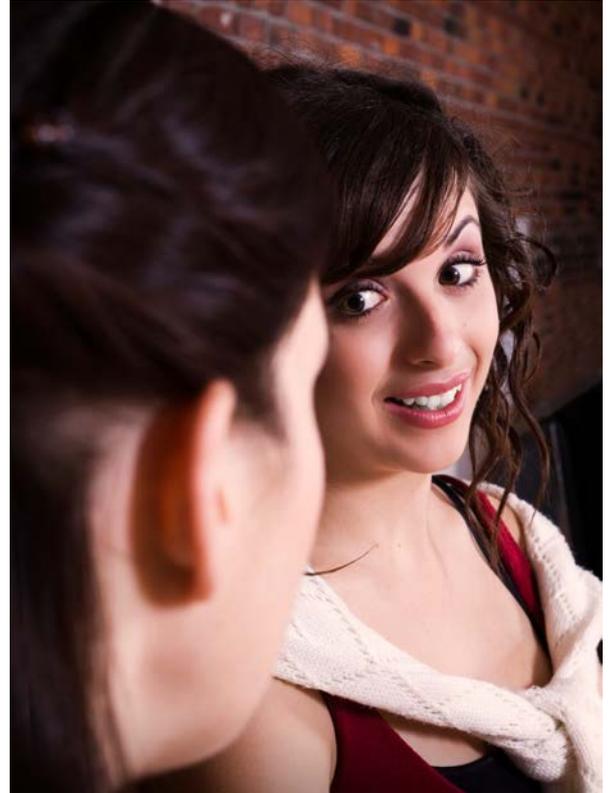
Success in retail is as simple as changing how your team think about their role in professional recommendation and client care and then removing their underlying fears.

We'll take your team from *scaredy-cat* to confident, knowledgeable professional- to the *delight* of your clients!

Using a simple 4-step method, we'll identify common hair and scalp problems, understand what causes each and what we can do to resolve them, then match them with the perfect product solution.

Easy!

Packed with information! It was so interesting- I learned HEAPS!"



Designed to significantly increase recommended retail results and remove blocks to retailing .

Ideal For Staff of All Levels.

"Incredibly forward-thinking and client-focused!"

THE 5C'S OF CONSULTATION

Mastering thorough, profitable consultations

*We all think we do a great consultation, but how do we measure this?
What results should a great consultations produce?
What should be discussed?*



**Essential Foundation
Education for Stylists
of all levels**

Every client craves the attention of a knowledgeable professional, focused entirely on their hair needs.

In fact, this is the key to both client delight *and* profitable service,

But too often this step is rushed for fear of running behind, or covers the same basic steps, leaving the client walking out with the same frustrations and concerns that they walked in with.

Opportunity lost....

We cover the 5 essential elements necessary for to a thorough consultation in an easy to follow format.

This structure helps Stylists to become the confident experts, moving beyond 'Same Again?' to a smorgasbord of exciting options

CREATE YOUR TEAM CODE

Your team are a group of individuals... until you create their sense of 'WE'

Seriously, the most powerful exercise for building strong, engaged, responsible teams and harmonious working environments



An Incredible Exercise For Teams of All Levels

To work harmoniously together, your team must have agreed commitments on how they conduct themselves at work.

This includes their commitment to training, team meetings, grooming standards, punctuality as well as how they interact with your clients, suppliers, team mates and you as their employer.

Don't assume that people should know what appropriate behaviour looks like or that this should just be **common sense**. People come from very different backgrounds and life experiences and what you assume is common sense, may not be common at all to them.

The aim of this meeting is to create your ultimate working environment *together*. With your team's involvement, we'll decide on your CODE: your set of working agreement that define your culture and expectations.

PERSONALITY TYPES AND COMMUNICATION STYLES

Maximising Team Cooperation

Why are some people easier to work with than others?

Sometimes, what we perceive as conflict is merely a difference of personality styles.

With the right knowledge and a little humour, harmonious relationships can be built and conflict reduced.

We learn 4 dominant personality types and how to communicate smoothly with each, to better understand ourselves and others.

Learn how to work happily with almost anyone!

Hilarious and enlightening!

What are your natural strengths?

What tendencies may cause friction?

Which styles are best buddies and which may need a little work to fully understand each other?



WHAT'S ALL THE FUSS ABOUT TARGETS?

Budgets and targets have long been a source of tension between managers and staff. Managers feel like they have to constantly push their staff to get performance and staff feel pressured to constantly make money.

It's easy to see why conflict often ensues, however most of this conflict is caused by misunderstanding.

WHERE DOES ALL THE MONEY GO?



Many staff have no idea of the costs involved in operating a business or in employing staff and can easily develop a mindset that it's all about the money- which doesn't usually inspire their best efforts!

This session is about explaining where the money goes, how targets are calculated and how much it costs to operate a business. But it's not all about the money!

**Resolve Your Tension
Around Targets in
Under 2 Hours!**

Even though we measure our results through numbers, our focus will always be exceptional client care.