



Master Cosmetology Cosmetology

COMMUNICATING FOR SUCCESS

CHAPTER 4 RESOURCE

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SUMMARY

The Golden Rules of Communication are your key to being able to understand and work with people effectively to accomplish your goals as a professional cosmetologist. Communicating for success, including reflective listening skills, allows you to develop and maintain professional relationships with teammates and clients. Moreover, it can improve your retail and service sales and will ensure a more pleasurable experience for all involved. You will need polished communication skills to move up in your career as well (particularly when navigating coworker dynamics and speaking to your manager about upward movement including raises). The client intake form, client consultation (which has 10 steps), and service record card are all key aspects of communicating effectively. Managing tardy clients, other delays and hangups, and unhappy clients is also necessary to keep your day running smoothly and to ensure your success.

COMMENTARY

Communication is easily 1/3 of your work as a professional cosmetologist. Think carefully during this chapter about how you will integrate new communication habits or what habits you already have that are constructive towards working effectively as a cosmetologist. This chapter resource functions as a personal inventory of what you have, don't have and still need, and are in the process of working on with regard to key communication skills and strategies.

CHAPTER OUTLINE: EFFECTIVE COMMUNICATION IN THE SALON

1. Communication Skills
 - a. Respond, don't read
 - b. Believe in yourself
 - c. Talk less and listen more
 - d. Stay attentive to each unique client's needs. Sometimes all they need is to feel that they are being heard or that their request is important to you.
 - e. Think about whether you are HALT (hungry, lonely, angry, or tired) before you deal with a situation. Could you be feeling triggered because you've neglected one of these personal needs in the process of working with others?
2. Golden Rules of Communication
 - a. Project professional demeanor always
 - b. Smile everyday because it's considered your best asset
 - c. Body language should be open and inclusive
 - d. You have two ears and only one mouth - listen more than you talk!
 - e. Don't mumble - some people have older ears than you and need you to speak up!
 - f. Use proper grammar.
3. Effective communication is the act of successfully sharing information between two people (or groups of people) so that the information is understood.

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Judd E. Hollander



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