

Coping With Change as a Therapist

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Throughout challenging times business coaches put forward business- building strategies that support the survival and growth of the salon or spa, but what about the employee? This article presented by business coach Sharyn Raiti has been written for the staff member & the challenges they have to face in a fast –paced industry that often changes to policies & procedures.

As the saying goes, ‘the only people who like change are busy cashiers and wet babies’

Like so many of us, change lurks like a dark cloud because we are uncertain about what it means and the unknown is what we fear, so change creates stress in our workplace and in our lives.

Granted that change is an absolute certainty in life today and infact change remains the only thing that is constant in our lives. Change is often rapid and overwhelming but with the right outlook, skills and guidance you can survive it, embrace it and even grow from it. The choice is yours.

Here are the some of the best ways to approach change in your workplace and how to best make change work for you.

How is your attitude to change?

Dreaming of the good old days? I'm sorry to say they won't be back so wave them goodbye and get ready to move forward and to take your positive attitude with you. One of the characteristics of change is that we need to delete old habits to prepare ourselves in favor of new habits that attract a healthy forward focus. There is no room for negativity and fear as your attitude towards change will reflect your outcomes in more than one way. Those with a great attitude achieve more personally and professionally - so be enthusiastic even when the days gets a little tough. Old habits are hard to break and it takes 28 days to integrate change but with your determination and right attitude anything becomes possible. Look for the new habits in your salon, updated systems and new procedures and embrace them – it's a great learning time for all involved. It's also appreciated when you are proactive in the workplace these people stand out stars and get noticed. Your positive attitude is so very necessary and so very appreciated as owners deal with the roller coaster of change themselves. Be supportive and cooperate!

Time to Up skill?

As we are ever changing and developing as an industry how often so you take it upon yourself to do courses and up skill your knowledge? We all need to be thinking about where we are headed a year from now, five years from now or 10 years from now. Most people tend to tread water and are only thinking about today – we must have a forward plan to be sure we are industry ready to have the new skills that are needed to stay one step ahead. Changes brings opportunity and if you are ambitious start planning now so you have what's needed to be the hottest candidate for the job that you want. Get noticed and aim high to be the most educated so you will be at the top of the list for the top jobs.

Set some Goals.

Is this the same conversation about setting goals but a different year? Have you set goals yet? As change is evident it also gives you the opportunity to dream big and set and achieve new goals. Set new goals for yourself today and start planning to reach them. All it takes is the classic question of “what is it that I really want to achieve? Write them down and get to it!

Improve Customer Service

More than ever our customers want to be valued, remembered and cared for with remembered integrity. What quality of customer service are you offering on a scale from one to ten? How could you improve your service and care approach to our valued customers? We must be ever committed to improving our skills, processes, products and customer service to ensure our customers stay with us and have no reason to look elsewhere. Be committed to flawless everyday excellence so that you lead the way in your salon and others notice your commitment. Be a stand out employee – strive to be your best at all times.

Improve Internal Relationships

In times of change we all need to group together for support and encouragement to keep focused on the job at hand. Who is your support person – the Owner, Manager or someone you can connect with who can offer guidance during the turbulent moments of change? Build strong relationships in the workplace to ensure you are all bonding and progressing at a good pace together, there is no place for separation in times of change – it's a time of union to keep the links of the chain secure for the future success of the business.

Understand where the Business is going

Where is the business headed – is there a change in values, a change in the vision? The foundation of the salon is built on the values of the business and if they have shifted and changed you need to know what they are – how is your organisation changing? We need to accept these new changes – they may be refreshed values so we must practice them and integrate them into the business as a new tradition as best you can. At first it will feel awkward but the result will be immense satisfaction and newly created opportunities to make the most of the change at your workplace.

Finding Balance

Work provides a lot of pleasure in our lives – it creates the lifestyle we are leading today and we must be grateful for having a job and the rewards that it offers. We must also have a healthy balance of work and play to be healthy. We are hands-on in the beauty industry and this creates an energy exchange between you and the client – so we give away a lot of our precious energy. We give our positive energy with pleasure because as professionals who are passionate about our work and this is what we do to fulfill the required needs for our

clients – offering calmness, nurturing and kindness to assist with stress and anxiety. Be mindful of the small stuff that doesn't really matter and keep it at bay, keep the big picture in sight and reduce your stress levels. However we must be aware of our energy levels and replenish ourselves as often further demands are made when a workplace is in a change process. Find a relaxation plan or a hobby that is enjoyable for you and commit to attend every week – and get enough nutrition and sleep!

In Review

1. Recognise that change is inevitable – you can run but you can't hide
2. Be positive and check your attitude to change
3. Seek new skills and stay focused on the future
4. Identify the specific change you are experiencing – embrace it
5. Avoid change paralysis & apply bite sized pieces to the change process
6. Set goals and take action to achieve them
7. Seek support and guidance – listen, adapt and cooperate
8. Identify the opportunities for you in change
9. Know where the business wants you to go – find out the clear direction
10. Build healthy sincere relationships – other therapists, Owners, Managers
11. Polish Customer Service – they are who pay our wages, keep them close.
12. Create balance in your life – this assist with the change process



Sharyn Raiti is the director of **Mentor Management** & offers industry specific Business Coaching & Training to assist with team building & business development. **Mentor Management** offers special coaching packages tailored to suit the individual needs of your business. Sharyn has formal qualifications in Training, Coaching & Beauty Therapy with over 20 years industry experience. **Contact Sharyn on 0410 691 910** or sharyn@mentormanagement.com.au or visit www.mentormanagement.com.au