

Club Mentor™ Webinars for 2012

A beauty Industry innovation created by Mentor Management



At **Mentor Management** – we are dedicated to '**positive performance of individuals**' & we believe training is our lifeblood & our purpose for being.

People development is our forte.

Mentor Management Purpose – 'To deliver support, education & clarity to the beauty industry with integrity & simplicity. '

Mentor Management Vision – 'To create a culture of Business minded therapists; empowering individuals with self awareness to create abundance; on all levels'

Your investment in Education Excellence & Integrity'

About Club Mentor™ Webinars ...a beauty Industry innovation

Every now & then we have the opportunity to be part of something **brand new** - something that **changes our personal and professional lives**.

For the beauty industry, the creation of **Club Mentor™** is that change you have been waiting for - created by **Sharyn Raiti founder & Industry Mentor of Mentor Management - your Beauty Industry Mentoring & Training professionals**.

We encourage you to join the **like minded** community of **Club Mentor™ by Mentor Management &** we look forward to bringing you continued motivation & the latest in industry news & views.

Club Mentor™ is an innovative way to connect with like minded individuals in the beauty industry - we are sure you will find our connection a valuable resource.

Your membership with Club Mentor™ includes:

FREE –\$50 Club Mentor™ voucher to use on any Marketing or Training CD in the Mentor Management Marketing collection. Your voucher is included in this information.

MONTHLY- Group Business Owners Training session online – belong to **Club Mentor™** business group & be one step ahead with hot industry topics – every month! Build your library for the future – all sessions are recorded & emailed to you!

REGULAR – Industry guests to share their business secrets build your knowledge & inspire you

MONTHLY – Marketing advice & tips to keep you focussed on the month ahead

MONTHLY- Leadership skills for building the productivity of your therapists

MONTHLY - Club Mentor™ news, articles, checklists, extra marketing tips, industry benchmarks, staff tips, motivation & much more!

Don't forget to upgrade for an extra \$ 29 AUD per month to **Club Wellness™** & receive Stress Management, Health & Wellbeing articles & newsletters to keep your Stress levels in control & a regular reminder to focus on your own health.

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JOIN CLUB MENTOR™ - Fax: 07 3319 7325 or sharyn@mentormanagement.com.au or 0410 691 910

Salon Name.....Owner Name.....

Address.....Suburb.....State.....

Postcode.....Email Address.....

Salon Phone No..... Mobile Phone No.....

YES I wish to join 'Club Mentor' \$79 per month – 12 month subscription.

YES I wish to join 'Club Wellness' \$29 per month – 12 month subscription.

Your Signature:.....

(The signing of this document states that you agree for Mentor Management to deduct the agreed monthly amount as stated above)

Mentor Management, PO Box 2092, New Farm QLD 4005 Sharyn Raiti: 0410 691 910 or Fax: 07 3319 7325 sharyn@mentormanagement.com.au or visit www.mentormanagement.com.au. Sharyn Raiti, director of Mentor Management is a Business Coach , Beauty Industry Mentor, Trainer & Presenter.

Frequently Asked Questions about Club Mentor™ Webinars

What is a Webinar?

A webinar is a way of attaining continual education & connection with others without travelling anywhere. Using your computer/& or telephone, you can hear/see a presentation (like a conference call but via your computer & an internet connection). You won't be able to see the presenter or others attending the program -- and they won't be able to see you. You will be able to see a presentation on the screen & you will be able to hear the presenter's voice.

How do I join a webinar?

Firstly you need to let me know you would like to experience a **FREE Club Mentor webinar** trial by emailing sharyn@mentomanagement.com.au or call Mentor Management on **0410 691 910**.

You will be sent an email to register your attendance to the upcoming webinar & will be given an email link to join in. On the day of the webinar you sit in front of your computer screen, connect to the internet, open your email inbox & log onto the link you were sent – it's easy. Trying out new forms of technology like webinars can feel daunting so if you are uncertain we can help, please just ask us.

How often will the Club Mentor Webinars be held?

Mentor Management will hold 60 minute Webinars monthly – 45 mins of the topic & 15 mins for discussion time on a Wednesday morning at 8.30am AEST as per our Club Mentor Webinar calendar, please see following. Please record the dates & times in your diary now so you never miss our valuable webinar sessions.

What if you do miss a webinar?

If you are unable to join us due to hectic work demands we record every session live so we are able to email you the session if you are unable to attend & you can listen at your leisure.

What topics can I expect?

We want you to be one step ahead – inspired, well educated, motivated - to keep you moving forward. You can expect beauty industry specific business topics such as Delegation, Performance Management, Consultations, Christmas Prep, and so much more. All webinars will offer practical, useful information that you will be capitalise on & be able to use straight away. We will cover 3 areas during the webinar – the **specific Topic** chosen, **Leadership information** that directly links back into the chosen topic & **Marketing** relating to the topic or time of year.

Who will hold the webinars?

Sharyn Raiti, founder & Beauty Industry Mentor of Mentor Management or one of Mentor Managements business development team members will host the webinars. We will also invite other industry experts to join us from time to time as hearing from others is always a great way to learn, keeps you in the know from tried & tested methods with industry experts.

What are the dates & topics for Club Mentor™? Please see below for Dates/Topics for Club Mentor Webinars 2012

CLUB MENTOR™ - Webinars by Mentor Management – Jan- June 2012 - ALL Times are AEST

Dates & Guest Speakers	Times	Topic General	Topic Leadership	Topic Marketing
Wed 25th Jan 60 minutes: 45mins webinar 15 mins questions	8.30 – 9.30am	Goal Setting & Goal Getting Business & Personal Outcomes	Goal Set personally & professionally Goal Set your team Create 2012 focus & outcomes	Valentine's Day Quiet Times Marketing Toolbox
Wed 22nd Feb 60 minutes: 45mins webinar 15 mins questions Includes Guest Industry Speaker		Consultations for Success	The Flawless Consultation Process Increase hourly productivity Create client loyalty	Prep Mother's Day – now for MAY! Easy marketing Tools – that are low cost or cost nothing!
Wed 14th March 60 minutes: 45mins webinar 15 mins questions Includes Guest Industry Speaker		Interviews for employing Beauty Therapists	Successful candidate screening Choosing the right people Questions to ask during an interview	Newsletters – Yes or No? Email or hard copy – what works best? How to plan your newsletter – what to avoid & what to include
Wed 18th April 60 minutes: 45mins webinar 15 mins questions Includes Guest Industry Speaker		Inductions – for Team Success	Create your Culture Define your values & standards Create Team Players Ensure Consistency	Going Computerised - 10 ways a computerised system can make you money
Wed 16th May 60 minutes: 45mins webinar 15 mins questions Includes Guest Industry Speaker		Systems – Policy's & Procedures	Ensure systems for smooth operations Cancellations Policies Dealing with Complaints Trouble Shooting	Plan Your Marketing Roadmap for July to December 2012
Wed 6th June 60 minutes: 45mins webinar 15 mins questions	INVITE YOUR STAFF TO ATTEND _ FREE OF CHARGE	Powerbooking – Shift from Beauty Therapist to Business Therapist - without spending a cent!	Boost hourly productivity Fill appointment gaps Turn calls into sales Generate more sales Lead Your customers Strategically Plan	Help your Therapists to fill appointment gaps with simple marketing ideas

Other services offered by Mentor Management:

Industry & In-salon Training – Industry workshops are specifically designed to improve personal performance & business results. Customized to suit the exact needs of your team.

Business Coaching/Mentoring – professional programs specifically designed for the Beauty & Wellness Industry. Ideal for beauty business owners who would like to improve professional, personal & financial success – accelerate your leadership & business skills.

Club Mentor™ Webinars - is a continual shot of business education on a monthly basis! This is an innovative & convenient way to connect with a like minded beauty community with an emphasis on time efficiency & a cost effective approach to your business. Your membership includes monthly webinars - covering topics such as Delegation, Performance Management, Time Management, Marketing, Leading Your Team, Consultations, and so much more. Please enquire to see the great value of inclusions of our **Club Mentor™** membership - including continued motivation & the latest in industry news & views. We know you will find the **Club Mentor™** connection an invaluable resource.

Guest Speaking - educational & motivational presentations for your next team meeting, function or conference. Professional workshops are designed for your specific requirements.

Consultancy Project Services – Needs analysis & change management programs are offered to support beauty industry business owners, colleges & suppliers based on your exclusive requirements.

Marketing Kits/CD– Keeping in contact with your **customers** has never been more important. Easy to use Designer Template Kits are exclusive to **Mentor Management** so you will always be communicating with your customers with care, on time and with style! These NEW Designer templates are professional & designed by a graphic designer and transferred into user friendly word documents in A4 & DL sizes to make your life easy. Simply load the designer starter kit, place your logo, business name, address/pricing, print & send!

Training CD's & Therapist Scripts – Keep staff motivated! Training is essential for new & existing staff! With an innovative approach to training; **Mentor Management** has created a range of Training CD's that can be used in the convenience of your salon. Time efficient, easy to understand & practical – **Sharyn from Mentor Management** delivers over 20 years of industry knowledge into every training CD.

Take the Next Step....www.mentormanagement.com.au

Call **Sharyn Raiti 0410 691 910**
sharyn@mentormanagement.com.au

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