



Develop and maintain effectiveness at work

Learning outcomes

- Improve your personal performance at work.
- Work effectively as part of a team.

Introduction

As a hairdresser, you are working in a fast paced and continuously changing industry. To keep up with all these changes it is essential to keep developing your skills, both as an individual and as part of a productive and effective team.



Personal effectiveness

- Your ability to achieve a set standard at work is your personal effectiveness.
- The National Occupational Standards (NOS) provide the simplest, correct way of working to a minimum standard of competence and safety. At level 2, this includes all the jobs required for a junior stylist.
- Failure to follow the NOS specifications could lead to harm or injury to yourself and others. You would be letting yourself down, plus all of your colleagues whom you work alongside, and you would also have to explain yourself to your manager.

Tip:

NOS specifications can be obtained from the Hairdressing and Beauty Therapy Industry Authority (HABIA) – ask your manager, as your salon may have its own set of procedures based on the NOS as a template.

Learning opportunities

There are opportunities to learn every day; the key is to identify these opportunities as they arise. Every time you complete a task, ask yourself;

- How well did I achieve my goal?
- What can I improve next time?

Appraisals: identifying strengths and weaknesses

Appraisals are an opportunity to review your own performance in your day-to-day role together with your manager. Be honest with yourself: by listing your strengths and weaknesses you can identify all the learning opportunities available to you.

Self-appraisal

- Completing a self-appraisal form can help to identify learning opportunities by evaluating your own strengths and weaknesses.
- It also helps you to identify gaps where you may need to gather information and evidence to support your findings and prepare for your next performance appraisal.

Performance appraisal

- This is an opportunity to compare and discuss your strengths and weaknesses with your manager on a more formal basis.
- Keep it positive: what have you done well and how could you build upon it?
- Discuss and agree next steps. Make sure you write these down in an action plan so you can follow up next time.
- Review your progress with your manager at the agreed date.

Remember to ask for help – don't wait for a formal review or appraisal if you are having problems with any aspect of your training; you should ask a senior stylist, your trainer or manager. If you have completed your objectives before the due date, ask for more objectives to be set – this will help build your confidence and enable you to do more highly skilled work.

Measuring effectiveness

It's important to work towards mutually agreed salon and personal targets. You can use the NOS guidance or salon procedures as a guide, together with your job requirements.

Tip:

Your job requirements can be found in your job description. If you don't have one yet, make sure you ask for one from your manager.

There are a number of methods that can help you to define your action plans and set the goals identified in your appraisal:



Setting and meeting targets - SMART

SMART targets are a widely adopted model for setting goals that are:

Specific: a clearly defined objective.

Measurable: e.g. £200 in sales or 100% attendance.

Achievable: must reflect the person's abilities.

Realistic: must be appropriate to the person.

Timed: time-bound, e.g. to be achieved by 1st January 2017.

SWOT analysis

A SWOT analysis identifies your strengths, weaknesses, opportunities and threats.

Tip:

Using a SWOT analysis form, write down your findings. Choose one of your weaknesses; what do you need to do to turn it into a strength? Choose one of your strengths; how can you build upon this? You can use these points to define and agree an action plan with your manager.



Working effectively as part of a team

Qualities of a good team

A salon team will be made up of people with different strengths and weaknesses, each with their own personalities. Good teamwork is dependent upon the right qualities, for example, team members should:

- Be enthusiastic and committed
- Have good communication and listening skills and be open to the exchange of ideas
- Be friendly, respectful and willing to help

Being an effective team member

You can promote teamwork simply by being as effective as you can be in your own role:

- Remember that good communication builds good relationships.
- Respond to requests willingly and politely.
- Feel confident in asking for assistance when you need it.
- Know the roles and responsibilities of the other team members.

Make the most effective use of your day:

- Keep a list of tasks and tick them off as you complete each one.
- Find out which task takes priority, some are more important and must be completed first.
- Never assume, if you don't understand always ask.

Tip:

Treat others with respect, be sensitive and responsive to the needs of others and avoid actions that may offend.

Organisational chart

- Like any organisation, salons have a hierarchy and different people do different jobs. It is important that you know the right person to go to for different issues; for example, who would you go to if you had a query about wages?

Tip:

Research the different roles and responsibilities within your salon and make a list for future reference.

Resolving problems with other members of the team

- If you have a problem with another member of the team, it is important to approach that person first. You should think carefully about what you are going to say and make sure your timing and the situation are appropriate. For example, wait until you are alone and go somewhere out of earshot of the rest of the salon.
- Be mature and never start shouting. Say what you need to say calmly and this should help to resolve the situation. Listen to your colleague's point of view as well and try to reach a win-win situation, so you can continue to work alongside each other without bad feeling.
- If you feel you cannot resolve the situation yourselves, you may need to involve your salon manager.

Tip:

Find out the appeals and grievance procedures for your salon.