

Philip Pelusi Talent Development

Educational #2



How To Create Collaborative Salon Environment for your Team

It's up to each Talent Leader to build a collaborative team environment.

Talent Leaders are responsible for informing team members of the role they play within the team and what is expected of them.

When the salon and company has a positive and well-functioning collaborative team, the business runs smoother and people are happier in their creative roles.



Collaboration is a big part of any salon business because it works!

Building a Collaborative Team :

Teamwork is put into our minds at an early age. We join team sports/activities and work with other kids to complete school projects. We are encouraged to be a team member and to get along with the other members.

As we grew into adults and stylists, we still worked as a collaborative part of a team to get work done. It's often what helps a salon business grow. Collaboration is a big part of any salon business because it works. Collaboration means working with others in order to achieve shared goals. The Guests, and giving great service, is always the end result of any successful salon. Often this requires us to assist our fellow stylists when things don't go as planned in order to ensure that each Guest receives the service that we pride ourselves on.

As a Talent Development Leader it is your role to build a collaborative team environment. This should be the goal of all salons that aim for success.

Making it happen:

1 Communicate what your salon and company expects from the team.

You should make sure your team members know that collaborating is a minimum standard in your business. Each team member should know their role and responsibilities and understand their position. They need to know what is required of them in their position. When you have a collaborative environment each team member is responsible for the good the team does. They also must own the failures that happen. Why...because bad Guest results reflect on each and every stylist in the salon.

2 Team members should keep communication open amongst each other.

Miscommunication can lead to confusion when assistance is needed. It also creates hard feelings that can undermine the team's success. Each member should make a concerted effort to be understood and heard. Misunderstandings should be taken care of and cleared up quickly.

3 Communication between the Desk Leadership and the Technical Leadership is a must.

It requires both sides of the salon operations to be in sync at all times. Communication doesn't mean pointing fingers and focusing blame. Chaos can happen in a salon even when no one internal is at fault. The communication should focus on fixing the situation. There is always time to debrief what caused the mishap and what can be done in the future to alleviate the potential for repeat mishaps.

4 Your team should have salon goals set to work towards as a team.

Use your WIG Goal process to set measurable goals on a monthly basis. Having the team focus on these goals keeps each member's efforts aligned with the final desired outcome. The goals should be discussed daily in order to keep them fresh in everyone's mind.

5 Encourage a creative atmosphere where team members can question and brainstorm without judgment.

This is especially important when your team is comprised of creative minds that all see the world in different shades. There can never be a suggestion or idea that gets referred to as stupid or ridiculous. Every suggestion can lead to a train of thought others might not have ventured toward.

6 Nurture a can-do attitude among all team members.

As the Talent Leader, the team will always look to you in times of stress and challenge. They will follow your lead. If you show confidence and calmness in times of trouble, you will develop the same reactionary behaviors in those who you lead.

7 Leverage team member strengths by putting each member in a position to assist in the tasks they do well.

Every team member is a specialist in some area. They can be called upon to help out in times of need when it requires the expertise and skill strengths that they have in abundance. This will develop a healthy interdependence among the team who will clearly know who can assist in helping the salon to create success no matter the challenge.

8 Teams should learn to build trust with one another.

They should be honest in their dealings and not talk about each other behind their back. This means that they can never see this kind of behavior displayed by their leadership. When you have done your job as a Talent Leader, the team members won't accept gossiping or negative behaviors within their salon because they have developed a strong respect for each other and their abilities.