

As a trainer who runs many educational lectures every year it might seem strange that I am suggesting that some things are better taught outside of a training workshop. But my years of owning salons have taught me that to build a successful business you need to do more than just build a team of highly skilled individuals.

Of course the technical skills in skin analysis, sales and customer service are something that you always need to keep at a high level. However, it is worth asking yourself the age-old question of whether you want to build a champion team or a team of champions. Both will get the job done, but sometimes having the team of champions, or highly skilled individuals all doing their own thing, eventually risks causing you staff management issues in the longer term.

## THE CHAMPION TEAM

Building a champion team requires more than just skills as a beauty therapist. It requires knowledge and the consideration of others in the team. Often this can't be learnt in a classroom or the workplace. Sometimes it is too easy for people to just get into the habit of going about their daily tasks to actually take the steps to build a better relationship with each other and learn

what the other team members value. This is where social gatherings and special events for your staff can also include a training aspect above and beyond being a reward for your staff.

An example of this is the last Christmas event I held for my team at Skinology. Every year I try to make my Staff Christmas Party different and memorable, and over the years we have had great times. The girls still talk about them and cannot wait for the next one to come around.

This year I decided that I wanted to combine the party with a team-building experience so the girls would have fun, but also take away some benefits they could apply in the salon. To me this was a win-win situation – the girls have a great time, but they also take away some lasting skills they can use in the salon.



# Building a CHAMPION TEAM

## Performance-Boosting Activities

by Gay Wardle

After much research I found a company that was able to give me exactly what I needed. It was not cheap, but I knew that it was what I wanted for my team and my business. So it was booked for a Sunday in December, and the activity was to go ahead whether it was rain, hail or shine.

The day came around and, consistent with the recent events we have experienced in Brisbane, it was raining hard as everyone gathered at the cliffs on the edge of the Brisbane River. We were divided into four teams and given a brief on what was going to happen over the next four hours. I had actually put the teams together earlier because I did not want any team to be stronger than another.

We were given a secret envelope that was not to be opened until the last checkpoint. At the end of each activity there was a checkpoint and we were given an envelope with instructions on what we had to do or

find to get to the next checkpoint. Our first activity was to kayak up the Brisbane River and each team had to stay together. The teams lost points if their team members did not stay together. In total there were eight checkpoints with activities including a variety of physical and mental challenges.

One memorable activity was when it was raining hard and we had to run through South Bank, dive into the beach pool and find rocks that had letters on them that spelt 'Skinology'. It was fascinating to see which girls just leapt into the water without hesitation for their team. In fact, one of the girls in my team when given the instruction to dive into the water just started taking off her shoes and top and just jumped in.

The teams became competitive and the girls in each team worked together to help each other. It was great to see team members cheering their colleagues on. All in all it took four hours and covered a huge distance – all of which was on foot with all teams running in the pouring rain and loving every minute. At the end there was a trophy for the winning team, which the girls now proudly display in the salon. When we finished we dried out, changed into fresh clothes and finished the day at a beautiful restaurant in Brisbane for lunch.

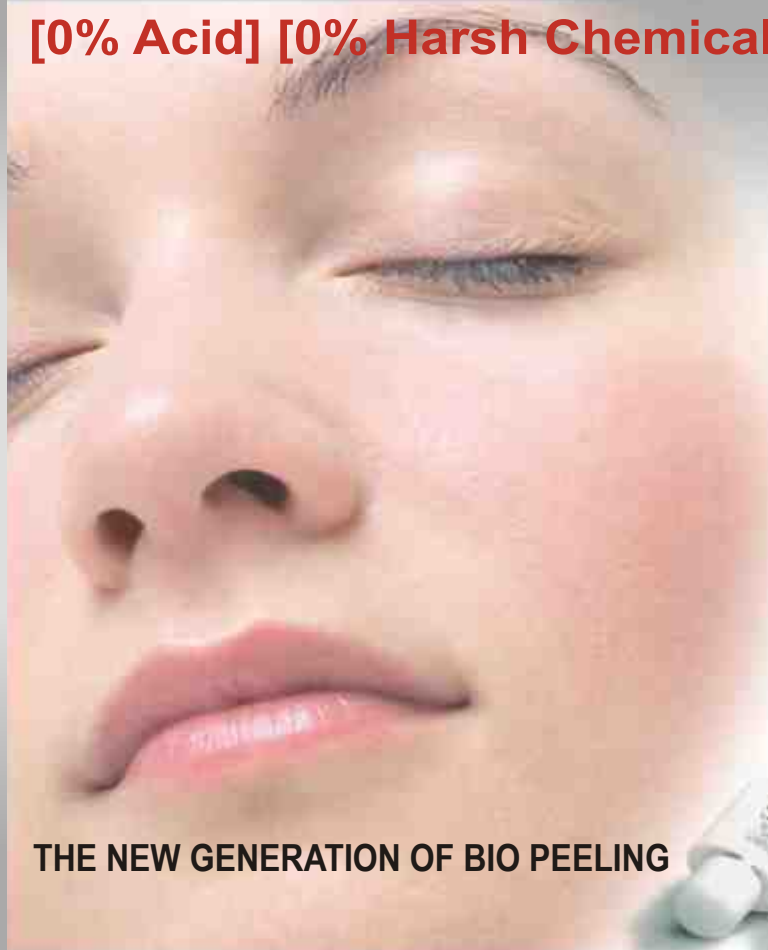
The performance boost I have seen from the exercise has been brilliant. We had an amazing trade for Christmas and the girls were buzzing for weeks about what they had achieved. The girls had a fantastic time and still talk about the 'Great Skinology Race'. They worked as a team on the day and still are working together as one big group. I was so proud of them and the great memories of the laughter and excitement in spite of the weather will stay with me for a long time.

The take-home message is that team building is so important and it is an investment that must happen in addition to skills development. It doesn't have to be forced and what may otherwise be just a social event can be used to bring your team closer together. The benefit from doing this is that you will develop a great team that understands each other's strengths. In the end they will work together better, produce more, and also contribute more to your business. The only challenge I have now created for myself is what to do to top it next year! **APJ**

*Gay Wardle is greatly respected as a trainer and educator in the aesthetic industry in Advanced Skin Analysis and IPL protocols and techniques. She has owned successful salons and has won numerous industry and professional awards for her accomplishments. Gay is the principal of Masters Dermal Academy that has just launched a new series of post-graduate Training Courses designed to bring an advanced level of skill and knowledge to aesthetic and dermal therapists through sound science and proven training principles. Her courses cover advanced skin analysis as well as other units that deal with the effective integration of equipment technology. Knowing the principles that create award-winning salons Gay also liberally imparts these strategies in her training that offer added value and a unique advantage that contribute to the popularity and success of her training.. If you have already completed Advanced Skin Analysis training previously you can select a course that will take this knowledge further and give you new skills on implementing successful treatment protocols in advanced procedures.*

*For further information on her courses and a training date near you visit [www.masterdermalacademy.com.au](http://www.masterdermalacademy.com.au) or phone Gay Wardle on 0418 708 455.*

**[0% Acid] [0% Harsh Chemicals] [100% Natural]**



## 2B Bio Peeling

- Anti wrinkles treatment
- Beauty-flash
- Fine lines
- Lifeless skins (smokers)
- Oily skins
- Acne
- Pigmentary spots
- Stretch marks
- Scars ...

For men and women, at any age, for face or body 2B Bio Peeling prevent the skin ageing effects and gives a natural radiant complexion.

*It consists in cabin treatments which you complete at home with postpeeling products to attain an optimal result.*



**THE NEW GENERATION OF BIO PEELING**

**Patou Aesthetics Distribution**

**Patricia Mangano Ph: 07 4057 8365 Mobile: 0419 665 383**

**Email: [patriciamangano@hotmail.com](mailto:patriciamangano@hotmail.com) Web: [www.patou.com.au](http://www.patou.com.au)**