



Best Spa Boss: 7 Golden Rules for Cultivating a Happy Team

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When hiring your team, it's easy to think that the sparkling personality you hired is the same person that's going to show up for work day in and day out. But, as any manager can tell you, that isn't always the case. Roadblocks show up along the way, as do bad days and bad attitudes.

But, we are here to give you some top tips to keep your team thriving all along your business journey.

ASK NEW HIRES ABOUT THEIR GOALS RIGHT AWAY

Knowing what each team member is looking to achieve, both in their lives and inside the spa, is going to offer incredible insight. Look for how you can help them grow and achieve their goals, and, in turn, how they can help you grow and achieve your goals along the way. A happy employee who feels valued is far more likely to remain with you in the long run.

KNOW THEIR COMFORT LEVEL WITH TECHNOLOGY

We've seen this happen far too many times: a team member of any age is hired, judged by their age bracket, and immediately paired with certain technology. Take note: there are quite a few baby boomers out there who love social media and we have met more and more millennials and Generation Xers who are not social media savvy at all. Therefore, do not assume that your 20-something new hire is equipped to run the business' Instagram account. You may end up both frustrated and disappointed with the results. That being said, when you find the right person with the right skillset and the right passion, do your best to foster it.

CLARIFY YOUR EXPECTATIONS FROM THE BEGINNING

Instead of being frustrated when your team breaks certain policies – policies that they may not have known existed – spend time in the very beginning of the hiring process to clarify a few things. Present each team member with a social media policy and an employee handbook and review these daily protocols, as well. For example, what is your open-door policy? Should the medical director be addressed by his or her first name or as Dr. so-and-so? How will you give each other feedback on your work? Establishing all of these items up front will help along the way.

ADDRESS ISSUES AS THEY ARISE

With each new hire, review why the previous employee left and if there was truly anything that could have been prevented. Fix issues with staff drama before bringing in another team member who could be contaminated by the mess. Also, be honest with yourself: are you the common denominator? Are you the one who's talking down to the team, stressing them out, running behind, and not appreciating your staff? Be honest with yourself and work to fix the situation, if that's the case.

KNOW WHAT YOUR TEAM VALUES

As generations shift, what previous employees valued may not be the exact same things that current generations value. Today's team members, more than anything, want to be treated with respect and value work-life balance. Additional paid time off is valuable to them, as are fair benefits. With all the buzz in today's world about self-care, consider instituting in-office meditation, mindfulness workshops, and workplace wellness programs, such as partnerships with another local yoga or fitness studio that you know the team would love. Often, such programs result in less absenteeism and a more positive work attitude.

LEARN HOW TO HANDLE CONFLICT WHEN IT DOES ARISE

Work on creating an open and honest line of communication with each team member, reviewing how they're best able to share feedback with you directly. Listening to the team is vital, but always be sure to keep the conversation on track without reverting to a venting session of complaints from three months ago. Listen to both sides of the story, but always keep an eye and ear out for where

the drama consistently tends to stem from. If yelling, eye rolling, tardiness, talking back, and more have become the norm in your office, know that it's time to remove the negativity before it continues to spread throughout the rest of the team.

LEAD BY EXAMPLE

We're sure you've heard this a lot over the years, but let's be clear: monkey see, monkey do. If you want your team to show up on time, it won't happen when they see you sliding into the office minutes after you told them you would be there. If you want to create a strong team atmosphere, make sure that you are greeting each of them each morning instead of gliding past them with a frustrated glare. We've seen it all and, believe us, if you think they don't notice and if you think they don't talk, you're wrong. Serve as a role model for your team.



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