



COACH.ADJUST. LISTEN.



COACH

In what ways does Pattie fix her prebook issues in her salon?

How could you implement something like this? Explain in detail.



ADJUST

You should stay in your ways only because that's what's comfortable and when new learning experiences arise, make sure you say no thanks!

True.

False



**LISTEN**

Pattie's team goes out and connects every _____ on outings.

Why is this connecting experience so important after watching the video?

**SOCIAL MEDIA STRATEGY**

COACH: Change might be uncomfortable, but that's where the growth is! Pattie saw a pattern in one on ones with her stylists and that inspired her to make a change. Once she really got to the bottom of the issue, she was able to significantly improve her problematic issues in her salon! Talk about some investigative work!

ADJUST: Sometimes, we're used to what we've always done. However, there are always new perspectives and new mistakes that help discover better techniques. It's important to recognize and be open to change so you can become a better professional than you were yesterday.

LISTEN: I think it's safe to say that when you listen, you learn. So, Pattie makes sure to spend quality time to listen to her staff so she can really keep a pulse on her company and make sure everyone is feeling happy. It's truly the key to a great establishment.

