



GREAT CLIPS®  
MANAGEMENT TRAINING



## Management Training Agenda

### *Module One: Managing the Day-To-Day*

#### Day 1: Running the Salon

- Program Orientation
- The Great Clips Concept
- What is Management?
- Case Study
- Forms & Reports
- Loss Control
- Summary

#### Day 2: Building a Team

- Introduction
- Building A Team
- Recruiting
- Interviewing/Selection
- Summary

#### Day 3: Scheduling and Payroll

- Introduction
- Scheduling
- Projecting Payroll
- Case Study Group Presentation
- Summary

***Module Two: Growing the Salon***

Day 4: Performance Management

- Introduction
- Performance Management System
- Coaching & Feedback
- Conflict Resolution
- Suspension/Termination
- Delegation
- Summary

Day 5: Customer Service Skill Development

- Introduction
- Staff Development
- Presentation Skills
- Teaching Customer Service
- Inventory & Retail Sales
- Handling Customer Complaints
- How to WOW!
- Summary

Day 6: Technical Development

- Introduction
- Technical Skill Development
- How to Approach Into a Service
- Evaluation & Quality Checks
- Documentation
- Summary

Day 7: Goals and Evaluation

- Introduction
- Salon Meetings
- Orientation/Retention
- The SPOTR
- The FOR Form
- Salon Financials
- Goal Setting
- Summary