Chapter Two: Life Skills

Cosmetologists should have a thorough understanding of life skills because practicing good life skills will lead to a more satisfying and productive career, having good life skills can keep client interactions positive in any situation, being able to deal with difficult clients, co-workers and friends comes from having well-developed life skills, and good life skills build high self-esteem.

THE PSYCHOLOGY OF SUCCESS (p. 19-22)

Basic Principles that form the foundation of all personal and business success:

- **Build self-esteem**—self-esteem is based on inner strength and begins with trusting your ability to achieve your goals
- **Visualize success**—imagine yourself working your dream job; the more you practice visualization, the more easily your dream will turn into a reality
- **Build on your strengths**—practice doing whatever helps you maintain a positive self-image (running, cooking, gardening…)
- **Be kind to yourself**—stop critical or negative thoughts that can work against you; if you make a mistake, tell yourself you will do better next time
- **Define success for yourself**—do not depend on other people’s definition of success; become a success in your own eyes
- **Practice new behaviors**—because creating success is a skill, you can develop it by practicing positive new behaviors
- **Keep your personal life separate from your work**—talking about your personal life and that of others is counterproductive at work
- **Keep up your energy**—take care of personal needs (eat well, sleep well, spend time doing things you enjoy) so that you will be prepared to excel in your career
- **Respect others**—deal with everyone with a conscious feeling of respect; practice good manners
- **Stay productive**—three bad habits can keep you from being productive:
  - **Procrastination**—do not put off things that need to be done
  - **Perfectionism**—this is an unhealthy compulsion to do things perfectly; doing things perfectly is not success; a better definition of success is not giving up even when things get tough
  - **Lacking a game plan**—a game plan is a conscious act of planning your life; you can have daily, weekly, monthly, yearly, and lifelong goals and plans
Rules for Success

- Attend all classes
- Arrive early for class (or at least on time)
- Have all necessary materials ready
- Listen attentively to your instructor
- Highlight important points
- Take notes for later review
- Pay close attention during summary and review sessions
- When something is not clear, ask a question. If it is still not clear, ask again!
- NEVER STOP LEARNING!

Motivation and Self-Management

- **Motivation** propels you to do something
  - If you are interested in something, you will be motivated to do well
  - If your motivation is external (mom wants you to be a cosmetologist, your best friend thinks you should be a nail technician), you may find it harder to be successful
- **Self-Management** involves knowing what you want to achieve and keeping yourself on track so that you eventually achieve your goal

Your Creative Capability

*Creativity is an unlimited internal resource of ideas and solutions.*

It can also mean you may have a talent such as painting, acting, cutting hair, applying makeup, doing nails...

**To enhance your creativity:**

- Do not be self-critical
- Do not look to others for motivation
- Change your vocabulary-use positive, problem-solving words
- Do not try to go it alone-work together with others
MANAGING YOUR CAREER (p. 22-23)

Design a Mission Statement

- **Mission statement**- the part of a business plan that establishes values the institution lives by as well as target goals; individuals who are successful create personal mission statements
  - Prepare a mission statement of one or two sentences that communicates who you are and what you want for your life
    - EXAMPLE: “I am dedicated to pursuing a successful career with dignity, honesty, and integrity.”

GOAL SETTING (p. 24-25)

- **Goal setting**- the identification of short-term and long-term goals that help you decide what you want out of life
  - Helps you to see where you need to focus your attention and what you need to learn in order to fulfill your dreams
- **Short-term goals**- goals you wish to accomplish in a year or less
  - Passing the chapter two test
  - Getting my driver’s license
- **Long-term goals**- goals measured in larger sections of time (5 years, 10 years…)
  - Completing my 1250 hours in order to take state boards
  - Passing the state boards
  - Working as a stylist in a salon
  - Owning a salon
- Write your goals and break them down into manageable segments
  - **Example:**
    - COMPLETE 1250 HOURS IN ORDER TO TAKE BOARDS
      - Attend school every day
      - Come to class on time
      - Attend night class as often as possible
      - Review notes/assignments
      - Ask questions
      - Complete assignments on time
      - Study for tests
      - Keep track of my hours
      - Practice skills and techniques until mastered
TIME MANAGEMENT (p. 26-27)

Some of the most effective ways to manage your time:

- Learn to prioritize by ordering tasks on your to-do list from most important to least important
- Design your own time management system so it works for you (Do you need to make a plan for the day? The morning and afternoon? By the hour?) Do you include flexible time in case things change?)
- Never take on more than you can handle; learn to say “No”.
- Learn problem solving techniques
- Give yourself some down time during frustrating situations in order to keep a positive attitude; if you cannot leave a situation, try deep breathing. (Breath in through your mouth for five counts, hold for five counts, exhale slowly through your nose for five counts)
- Keep a notepad or organizer to write down ideas or thoughts before you forget them
- Make daily, weekly, and monthly schedules to show exam times, project due dates, work schedule…plan your leisure time around these commitments
- Reward yourself for work well done
- Include physical activity
- Schedule some free time every day in the event of unexpected circumstances (car trouble, your ride is late…)
- Create to-do lists for the day and the week (helps to organize your time)
- Make time management a habit

STUDY SKILLS (p.28-29)

- **Study skills**- an array of skills which tackle the process of organizing and taking in new information, retaining information, or dealing with assessments
  - **Where?**
    - Establish a comfortable, quiet spot where you can study without interruptions
    - Have everything you need- books, paper, pens, pencils- ready
    - Remain as alert as possible by sitting upright
When?
- Start out by estimating how much time you need
- Study when you feel most energetic
- Study during blocks of time that would otherwise be wasted (waiting at the doctor’s office, riding a bus, etc…)

How?
- Study just one section of a chapter at a time instead of trying to do the entire chapter at once
- Make note of key words and phrases as you go along
- Test yourself on each section to be sure you understand and remember the key points

ETHICS (p. 29-30)

- Ethics - the moral principles by which we all live and work
- Five professional behaviors that will show you are an ethical person:
  - Providing skills and competent services
  - Being honest, courteous, and sincere
  - Avoid sharing clients’ private matters - even with your closest friends
  - Participating in continuing education and staying on track with new information, techniques, and skills
  - Giving clients accurate information about treatments and products

*Self-care is essential if you are going to truly be helpful to others. See the SELF-CARE TEST on p. 30 to judge how well you take care of yourself.*
PERSONALITY DEVELOPMENT AND ATTITUDE (p.31-32)

- **Characteristics of a healthy, positive attitude:**
  - **Diplomacy**- (tact); the ability to deliver truthful, even sometimes critical or difficult, messages in a kind way
  - **Pleasing tone of voice**- a positive attitude will shine through if you use a pleasing tone of voice (if your natural voice is harsh or you mumble, you can improve it by speaking softly or more clearly; it just takes practice)
  - **Emotional Stability**- learning how to handle a confrontation and how to share your feelings without going overboard are important indicators of maturity and demonstrations of emotional stability
  - **Sensitivity**- a combination of understanding, empathy (the feeling that you understand and share another person's experiences and emotions), and acceptance
  - **Values and Goals**- guide your behavior and give you direction
  - **Receptivity**- to be interested in other people and be responsive to their feelings, opinions, and ideas (really listen instead of pretending to do so)
  - **Effective Communication Skills**- effective communicators usually have warm personalities; they find it easy to talk about themselves and listen to others when they want something, they can ask for it clearly and directly