Ready, Set, LEAD! Leader’s Guide

Do you have a high performing stylist that is interested in taking a step towards management? If the answer to this question is YES, we have a new program that we think you will LOVE. It’s called Ready, Set, LEAD! and is intended to give high performing stylists with management potential a look into what being a manager is all about.

Here’s how it works. Through Franchise ConnectED, your high performer will complete the Ready, Set, LEAD! path. You can give them access to the site the same way you would give a manager access— provide them with the Manager Login Instructions and have them self-register for the site. Throughout the path, they will be prompted to reflect on their experiences thus far, self-assess their leadership potential, and discover what it means to be a salon leader. They will also be prompted to reflect on their experiences in a journal and check-in with you, their leader, about specific topics. This leader’s guide will prepare you for the check-in conversations and provides deep dive questions that will help facilitate the conversation.

We recommend that you also take a look at the Ready, Set, LEAD! path on Franchise ConnectED prior to enrolling a high performer so that you have an idea of what they will be learning.

So get Ready, get Set... LEAD your high performer to the next level in their development.
Program Outline

- **Introduction and Welcome**
  - Leadership Introduction
  - Management Introduction

- **Leadership Overview**
  - Everyday Leadership
    - TED talk by Drew Dudley
    - First look at the definition of Leadership
    - Leadership Values
  - Leadership Skills
    - How leaders know the way, go the way, and show the way
    - Leadership Potential Assessment
  - Leading a Team
    - Coaching
    - Communication
    - Training
      - Leader Check-In 1

- **Management Overview**
  - Managing Yourself
    - Peer to Manager
    - Ethics
    - Accountability
    - Time Management
    - Your Development
      - Leader Check-In 2
  - Managing Workload
    - Goal Setting
    - Delegating
    - Guest Service
      - Leader Check-In 3

- **Readiness Assessment**
  - Written Assessment
  - Leader Discussion and Check-In 4

- Send Off and Next Steps
Leadership Overview

Leader Check-In 1: What it Means to Lead a Team

Your high performer will be coming to you to discuss the possibility of training the salon team on a topic you will choose together. They should be coming to you with a list of a few topics they are comfortable teaching the salon team about.

This activity can be done however you would like, maybe at the next salon meeting you give the high performer 10 minutes to train the team on a product line they like. Another option would be to let them teach a portion of a training you already had planned. For example, if you are conducting a guest service training refresher maybe your high performer could teach a section of the training.

This activity is intended to give the high performer a taste of what it takes to train the team.

Use your judgement to assess their readiness to teach certain topics.

Deep Dive Question

In addition to the training topic, this is also a great time to check-in with your high performer on how they did throughout the leadership section. Review their participant’s journal with them and ask the following deep dive questions.

1. What leadership values do you think are the most important?

2. Give me an example of when you were a leader in the salon.

3. How do leaders know the way, go the way and show the way?
Management Overview

Leader Check-In 2: Managing Yourself

Your high performer has now gone through the Managing Yourself course. Part of this course explores the need to manage their own development. They have started a timeline in their journal of development activities and they will be coming to you to continue filling out this timeline.

The timeline should include learning and development activities that would prepare them for future leadership roles in the salon, or strengthen their technical skills.

Some examples could be:

- Reading a leadership or management book
- Taking a continuing education technical class at a beauty school
- Attending a leadership conference
- Becoming a mentor to a new stylist
- Training a new stylist
- Assisting in an upcoming salon training

Leader Check-In 3: Managing Workload

After completing the Managing Workload course, your high performer will come to you with questions they have around goal setting. These questions should be centered around how the salon goals are set, how you divide the salon goal up by stylist, and how you hold stylists accountable to their goals.

Some examples of what to talk about:

- Talk to your high performer about the importance of coaching and teaching in relationship to their goals.
- Discuss the types of coaching you do depending on the situation
- Discuss the training that you do to educate stylists on ways to reach their goals
Deep Dive Question

In addition to discussing goal setting, this is also a great time to check-in with your high performer on how they did throughout the management section. Review their participant’s journal with them and ask the following deep dive questions.

1. How do you anticipate making the move from peer to manager if given the opportunity to manage?
2. How do you hold yourself accountable?
3. What types of tasks are the most important to prioritize as a manager?
4. How does guest service impact the salon and the stylists?

Readiness Assessment

Leader Discussion and Check-In 4

This check-in will be a little different than the previous check-ins. During this check-in, you will also discuss your high performer’s Readiness Assessment and their next steps towards a leadership/management position.

Your high performer will complete the Readiness Assessment at the end of the Ready, Set, LEAD! online path. From there, they will be instructed to meet with you and bring their results. They should print out the results page for you to review (or login to their Franchise ConnectED account to show you) and assess where they should go next. Depending on their results, and using your judgement as their leader, you can suggest several activities and training that will further prepare your high performer for a management position.

You can assess their potential going forward utilizing the following steps.
Step 1: How did they do?

<table>
<thead>
<tr>
<th>Score</th>
<th>Development Suggestion</th>
</tr>
</thead>
<tbody>
<tr>
<td>50% or lower</td>
<td>Retake the Ready, Set, LEAD! program at a later time</td>
</tr>
<tr>
<td>55%-75%</td>
<td>Review incorrect answers and decide on further training (Examples in Step 2)</td>
</tr>
<tr>
<td>80% or higher</td>
<td>Prepare for a leadership role by continuing to train (Examples in Step 2)</td>
</tr>
</tbody>
</table>

Step 2: Participate in Further training

Choose training activities based on the topic(s) your high performer needs more work in.

1. __________________________________________________________________________
2. __________________________________________________________________________
3. __________________________________________________________________________
4. __________________________________________________________________________

Step 3: Continue to Check-In

Continue to check-in with your high performer while they complete their training activities and assess their abilities as leadership/management positions become available.