

ESSENTIAL OBJECTIVES

After studying this chapter and completing the Essential Companion components, you will be able to:

- LO1 Take practical steps for effectively communicating in the workplace.
- LO2 Conduct a successful client consultation.
- LO3 Adequately manage tardy clients, schedule mix-ups, and unhappy clients.
- LO4 Build open lines of communication with coworkers.


why study COMMUNICATING FOR SUCCESS?

Why do I need to learn about communicating when I just want to cut hair?


Today's professionals, regardless of their chosen field, thrive on the exchange of information. In fact, it is information that acts as the fuel that keeps businesses going, moving, and growing. You must think about managing your career as a professional in the beauty industry as that of managing your own business. Indeed, when you build and retain a loyal client, you are building a successful business. Therefore, you need to receive information in order to make decisions, develop strategies, and effectively interact with your clients. You need to send information if you want your decisions and strategies to be followed and accepted.


This exchange of information is called communication. Your technical skills, however outstanding they may be, will not bring back a client who does not feel comfortable, appreciated, and important as a result of a visit to your salon. Thus, you must be able to address these important social and emotional needs through effective communications.

In addition, you cannot provide exceptional technical services if you do not truly understand the client's desires. Therefore, communication skills play a huge role in your quest for success.

ACTIVITY 2 Greeting Cartoon 


Create a minimum four- to five-block cartoon communicating a greeting to your customer, peer, or supervisor. You can sketch your drawings, use existing art from the Internet, or clip art from magazines. Be creative.

ACTIVITY 3  Nonverbal Communication
Nonverbal communication skills are sometimes misunderstood. Reflect on a time your hand gestures or eye movements were misunderstood. Were you able to verbally communicate the correct message?

ACTIVITY 4  The Golden Rules of Communication
What practical steps do you use to communicate effectively in the workplace?

ACTIVITY 2 Client Consultation Method and Reflection 


Take a few minutes to reflect on one of your first or recent client's consultations. List the key points covered. Was it a successful consultation? Why or why not?

ACTIVITY 3 Complete a Client Consultation 

Partner with a class member and complete a client consultation. Use the 10-step consultation method described on pages 55 to 58 in Chapter 4 of your *Milady Standard Cosmetology* textbook. If possible, record the assessment, and with your instructor, review the footage. List your strengths and room for improvement and discuss ways to improve the consultation.

Strengths

Room for Improvement

ACTIVITY  Role Playing a Dissatisfied Client Activity

The purpose of role playing is to help you understand the views and feelings of other people with respect to a wide range of personal and social issues. By acting out situations in which people are in conflict, you can begin to understand another person's point of view. In this activity, there will be three main characters, and several other students will be needed to observe. Three of you will perform the role-playing exercise while the other students observe and make notes. On completion of the role play, ask the observers what they saw, what worked in the communication exchange, what did not work, and why.

Role-playing scenario: One student will role play the salon stylist, and another student will play a client who has come into the salon for a haircolor service and is clearly dissatisfied with the results. The third character will be the salon supervisor who ultimately has to become involved in the quest for a solution. On completion of the role play and discussion with the observers, record your findings from the activity in the space provided. Consider answering the following questions:

What did you learn from this experience? Are there certain ways to handle conflict that are more effective than others? If so, what are they, and why do they work better?

ESSENTIAL REVIEW

ACTIVITY True or False

Circle T for true or the F for false as applicable to the following statements. Correct the false statements to make them true.

1. Effective human relations and communication skills build lasting client relationships, aid in your growth, and help prevent misunderstandings. **T** **F**
2. Communication is the act of effectively sharing information between two people, or groups of people, so that it is effectively understood. **T** **F**
3. To earn a client's trust and loyalty, you need to always approach a new client in a formal and reserved manner. **T** **F**
4. The client consultation is the communication that determines the client's needs. **T** **F**
5. The work and consultation area needs to be freshly cleaned and uncluttered. **T** **F**
6. Reflective listening is the process of repeating back to the client, in your own words, what you think she is telling you. **T** **F**
7. If a client does not fully realize that her choice in a service will not benefit her, it is your obligation to find a way to bluntly let her know. **T** **F**
8. The communication with a client that is used to determine the client's needs and desired results is called a client consultation. **T** **F**
9. A consultation with a first-time client should be scheduled at least 15 minutes before the actual appointment. **T** **F**

ESSENTIAL DISCOVERIES AND ACCOMPLISHMENTS

In the space provided, write notes about key factors you have learned in this class and ask if they are helpful to them. You may want to revise your discoveries based on good ideas shared by your peers.

Discoveries:

List at least three things you have accomplished since your last entry that relate to your career goals.

Accomplishments:

ESSENTIAL REFLECTIONS

As a successful licensee in the field of cosmetology or related discipline, you will need to know about both prevention and infection control. You need to understand that surfaces may be contaminated even if they appear clean; you will also need to know the steps necessary to make those surfaces germ free. You will learn procedures and products for cleaning and disinfecting as well as sterilizing and will gain knowledge about the tools and implements to accomplish all three. The Occupational Safety and Health Administration (OSHA) plays an important role in the responsibilities each licensed establishment has to ensure a safe work environment both for the workers and the public.

In the space provided below, describe how life would be for customers at restaurants if there were no health and safety regulations being enforced.

How do you think health and safety regulations affect everyday activity within the beauty industry?

ESSENTIAL EXPERIENCE 2

Understand the Principles of Infection and Prevent the Spread of Disease

ACTIVITY 1 Matching

Match the following essential terms with their identifying terms or phrases.

- | | | |
|-------|-----------------|---|
| _____ | Bacteria | 1. Infects and resides in the cells of a biological organism |
| _____ | Pathogenic | 2. Powerful tuberculocidal disinfectants |
| _____ | Infectious | 3. Destroys most, but not all, harmful microorganisms on environmental surfaces |
| _____ | Toxin | 4. One-celled microorganisms |
| _____ | Virus | 5. An organism that lives on or inside another organism |
| _____ | Efficacy | 6. Removing visible dirt and debris and many disease-causing germs with soap and water or detergent and water |
| _____ | Local infection | 7. Elimination of all microbial life |
| _____ | Mildew | 8. Contagious disease caused by the itch mite |
| _____ | Parasites | 9. Harmful microorganisms |
| _____ | Scabies | 10. May spread from one person to another person |
| _____ | Cleaning | 11. Poisonous substance. Did You Know? |
| _____ | Disinfection | 12. The ability to produce an effect |
| _____ | Sterilization | 13. Confined to a specific part of the body |
| _____ | Nonpathogenic | 14. A type of fungus |
| _____ | Germ | 15. Harmless organisms that may perform useful functions |
| _____ | Phenolics | 16. Nonscientific synonym for disease-producing organisms |

ACTIVITY 3 Word Search

After determining the correct word from the clues provided, locate the words in the word search puzzle.

Word _____
Clue _____

These can reduce microbes but are not disinfectants

Showing no symptoms or signs of infection

First step in infection control

Removal of blood and all other potentially infectious

materials on an item's surface

Kill most microorganisms on nonporous surfaces

Destroys most bacteria, fungi, and viruses (but not

spores) on surfaces

Sodium hypochlorite


Provides pertinent information about products

This is part of the United States Department of Labor

The most commonly used hospital disinfectant

Process that destroys all microbial life



ACTIVITY 2  Emergency Precautions and First Aid

- Floors are free of water or other substances that could cause a slip, trip, or fall. Yes No
- MSDS (Material Safety Data Sheets) or SDSs (Safety Data Sheets) are available for all products used in the clinic. Yes No
- All products are properly stored and all containers are properly labeled. Yes No
- Appropriate personal protective equipment (eye protection, gloves, dust and masks, etc.) is available and used according to manufacturer's directions and salon policy. Yes No
- EPA-registered disinfectant and instructions are available for disinfecting combs, brushes, clips, and other materials as required. Yes No
- Emergency phone numbers are posted where they can be readily found in an emergency. Yes No
- Fire evacuation procedures are posted. Yes No
- First aid kits are readily accessible with necessary supplies. Yes No
- First aid kit is periodically inspected and replenished as needed. Yes No
- Emergency eye wash bottles are provided where chemical handling is done and where chemical services are provided. Yes No
- There is ready access to a sink with tempered water to completely flush the eyes from hazardous materials. Yes No
- Exit and warning signs (biohazard, fire door, flammable, or toxic chemicals) are posted where appropriate. Yes No

Infection Control for \$500.

1. A person can be infected with this for many years without having symptoms.

2. It is transmitted through unprotected sexual contact, IV drug users sharing needles, and accidents with needles in health-care settings.

3. It causes AIDS.

ACTIVITY 2 Infection Control Fill in the Blanks

Using the following words, fill in the blanks below to form a thorough review of Chapter 5, Infection Control: Principles and Practices. Words or terms may be used more than once or not at all.

acquired immunity	HIV	pustules
bacilli	immunity	round-shaped
binary fission	local	scabies
boils	natural	spherical spores
contagious	nonpathogenic	spirilla
daughter cells	one-celled	streptococci
diphtheria	parasites	sypillis
diplococci	pathogenic	systemic
disinfectant	pneumonia	twelve
eleven	protoplasm	virus
hepatitis B	pus	viruses

1. Staphylococci are pus-forming organisms that grow in clusters and cause _____ and cause _____.

2. A _____ infection is indicated by an abscess or pimple and contains pus.

3. Organisms that live on or in other living organisms and do not give anything in return are known as _____.

4. The body's ability to destroy bacteria that have gained entrance is called _____.

5. Bacteria are _____ microorganisms found nearly everywhere.

6. _____ is a fluid containing white blood cells, bacteria, and dead cells and is the by product of the infectious process.

7. Contagious diseases and conditions such as _____ should never be treated in a school or salon but should be referred to a physician.

24. As of 2015, federal and state law requires manufacturers to provide product information on the _____.

- a) SDS
- b) MSDS
- c) SMDS
- d) MSSD

26. The Occupational Safety and Health Administration (OSHA) was created as part of the _____.

- a) DOJ
- b) DOE
- c) DOL
- d) DOA

27. Most QUATS disinfect implements within _____ minutes.

- a) 1 to 3
- b) 4 to 5
- c) 6 to 8
- d) 10

28. If salon implements come into contact with blood, they should be cleaned and then immersed in _____.

- a) quaternary ammonium
- b) phenolic disinfectants compounds
- c) sodium hypochlorite
- d) EPA-registered disinfectant

29. The first step of infection control is known as _____.

- a) disinfection
- b) sterilization
- c) cleaning
- d) immunization

ESSENTIAL RUBRICS

Rubrics are used in education for organizing and interpreting data gathered from observations of student performance. It is a clearly developed scoring document used to differentiate between levels of development in a specific skill performance or behavior. A rubric is provided in this study guide as a *self-assessment tool* to aid you in your behavior development.

Rate your performance according to the following scale.

- (1) **Development Opportunity:** There is little or no evidence of competency; assistance is needed; performance includes multiple errors.
- (2) **Fundamental:** There is beginning evidence of competency; task is completed alone; performance includes few errors.
- (3) **Competent:** There is detailed and consistent evidence of competency; task is completed alone; performance includes rare errors.
- (4) **Strength:** There is detailed evidence of highly creative, inventive, and mature presence of competency.

Space is provided for comments to assist you in improving your performance and achieving a higher rating.

63 AFTER EVERY CLIENT: CLEANING AND DISINFECTING WHIRLPOOL, AIR-JET, AND PIPELESS FOOT SPAS

Improvement Plan	4	3	2	1	Performance Assessed
					Put on safety glasses and gloves
					Drained all water from the pedicure basin if it had not already been drained
					Removed the covers from the impellers and any other removable components
					Thoroughly scrubbed all removable components, the impellers, and the areas behind each with liquid soap; a clean, disinfected brush; and clean, warm water to remove all visible residue
					**For whirlpool and air-jet basins, this step is done at the end of each day.
					Rinsed and replaced the properly cleaned screen and other removable parts
					Scrubbed all residue from the inside walls with a clean, disinfected brush; liquid soap; and clean, warm water
					Rinsed the basin with clean, warm water, and drained
					Refilled the basin with clean water (enough to cover the jets)
					Measured the correct amount of the EPA-registered disinfectant and added it to the water in the basin
					Circulated the disinfectant through the basin for 10 minutes or the length of time indicated on the disinfectant label
					Set a timer to keep track of the time
					Cleaned and disinfected all external parts and surfaces

AT LEAST ONCE EACH WEEK: CLEANING AND DISINFECTING WHIRLPOOL, AIR-JET, AND PIPELESS FOOT SPAS

Performance Assessed	1	2	3	4	Improvement Plan
Refilled the basin with clean water					
Measured the correct amount of the EPA-registered disinfectant and added it to the water in the basin					
Circulated the disinfectant through the basin for 10 minutes or the length of time indicated on the disinfectant label					
Set a timer to keep track of the time					
Drained all water from the unit and rinsed the unit with clean water					
Wiped unit dry with a clean paper towel. Allowed the basin to dry completely					
Recorded the disinfectant information into the salon's logbook					

Performance Assessed	1	2	3	4	Improvement Plan
Did not drain the disinfectant solution after the end-of-day cleaning procedure					
Turned the unit off and left the disinfecting solution in the unit overnight					
In the morning, put on gloves and safety glasses					
Drained all water from the basin and rinsed the basin with clean water					

PROPER HAND WASHING

Performance Assessed	1	2	3	4	Improvement Plan
Wiped the basin or tub dry with a clean paper towel					
Recorded the disinfection information into the salon's logbook					

Performance Assessed	1	2	3	4	Improvement Plan
Turned the water on to warm and wet hands, pumped soap, and vigorously rubbed hands together until a lather formed					
Washed past wrists and continued washing for a minimum of 20 seconds					
Wet and pumped soap on a clean, disinfected nail brush					
Brushed nails horizontally back and forth under the free edges					
Changed the direction of the nail brush to vertical and moved the brush up and down along the nail folds of the fingernails					
Rinsed hands in running warm water					
Used a clean cloth or a paper towel for drying your hands according to the salon policies or state rules/regulations					
After drying hands, used the towel to turn off the water and open the washroom door and then disposed of the towel					

ESSENTIAL DISCOVERIES AND ACCOMPLISHMENTS

Imagine finding yourself suddenly in the role of a "teacher," and consider what you would tell your "students" about using standard precautions and their responsibilities as a professional. Write your thoughts below. Share your Essential Discoveries with some of the other students in your class and ask if they are helpful to them. You may want to revise your discoveries based on good ideas shared by your peers.

Discoveries:

List at least three things you have accomplished since your last entry that relate to your career goals.

Accomplishments:

The cell is the basic structure from which all other body structures are made. You will want to develop a comfortable knowledge about cell growth and metabolism. You will want a basic knowledge of each of the main systems of the body and of tissue. Once gained information about how each organ or system functions and its purpose, you can be more effective in the services you provide.

In your own words, how can an overall knowledge of anatomy and physiology be instrumental in helping you become an effective cosmetologist?

ESSENTIAL REFLECTIONS

- Cosmetologists should study and have a thorough understanding of anatomy and physiology because:**
- > Understanding how the human body functions as an integrated whole is a key component to understanding how a client's hair, skin, and nails may react to various treatments and services.
 - > You will need to be able to recognize the difference between what is considered normal and what is considered abnormal for the body in order to determine whether specific treatments and services are appropriate and what should be referred to a physician.
 - > Understanding the bone and muscle structure of the human body will help you to use the proper application of services and products for scalp manipulations and facials.

Define Tissues



ESSENTIAL EXPERIENCE

ACTIVITY Fill in the Blanks

1. _____ is the technical term for fat.
2. _____ is a collection of similar cells that perform a particular function.
3. _____ that binds together, protects, and supports the various parts of the body is known as fibrous tissue.
4. _____ is the protective covering on body surfaces.

ACTIVITY 2 Name the Body Systems

Match each of the following essential terms with its definition.

_____	Circulatory	1. Duct glands and ductless glands
_____	Digestive	2. Process of breaking down food into nutrients or waste
_____	Endocrine system	3. Physical foundation or framework of the body
_____	Excretory	4. Makes blood and oxygen available to body structures through respiration
_____	Integumentary	5. Covers, shapes, and supports the skeleton; produces all body movements
_____	Muscular	6. Made up of the skin and its various accessory organs
_____	Nervous	7. Organs for reproducing
_____	Reproductive	8. Carries waste and impurities away from the cells; protects the body from disease by developing immunities and destroying disease-causing microorganisms
_____	Immune/Lymphatic	9. Controls and coordinates the functions of all the other systems and makes them work harmoniously and efficiently
_____	Respiratory	10. Kidneys, liver, skin, intestines, and lungs; purifies the body by eliminating waste matter
_____	Skeletal	11. Controls the steady circulation of the blood

Brain: _____

Heart: _____

Lungs: _____

Liver: _____

Digestive tract: _____

ACTIVITY 1 Matching A

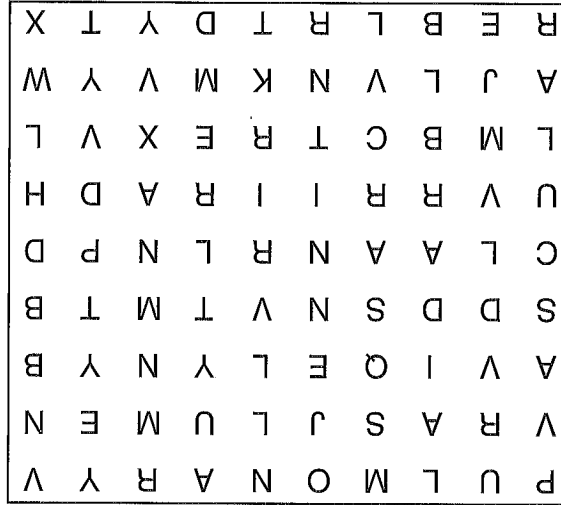
Match each of the following essential terms with its function.

Word	Clue
Frontalis	1. Enables closing of the eye
Orbicularis oculi	2. Muscle covering the lower back
Pectoralis	3. Assists in swinging of arms
Serratus anterior	4. Rotates arms
Biceps	5. Assists in breathing and raising arms
Trapezius	6. Raises the eyebrows; wrinkles forehead
Triceps	7. Lifts forearm and flexes elbow
Extensors	8. Extends arm outward and to side of body
Flexors	9. Extends forearm
Latissimus dorsi	10. Allow the wrist to flex
Deltoid	11. Straighten wrist, hand, and fingers

ACTIVITY 2 Matching B

Match the following essential terms with their identifying terms or phrases.

Word	Clue
Pronators	1. Draw fingers together
Supinator	2. Draws the scalp backward
Abductors	3. Covers, shapes, and supports skeleton
Muscular system	4. Coordinates opening and closing of mouth
Occipitalis	5. Rotates palm upward
Epicranial aponeurosis	6. Separate the fingers
Masseter	7. Lowers jaw and lip
Adductors	8. Lowers and rotates the head
Platysma	9. Turn hands inward
Sternocleidomastoides	10. Draws eyebrow down and wrinkles forehead vertically
Corrugator	11. Connects occipitalis and frontalis muscles



- Word _____
- Clue _____
- A clear fluid that carries waste and impurities away from the cells _____
 - Blood circulation that goes from the heart to the lungs to be purified _____
 - Artery that supplies the thumb side of the arm and the back of the hand _____
 - Artery that supplies the little finger side of the arm and the palm of the hand _____
 - Allow blood to flow in only one direction _____
 - The circulatory system _____
 - Thin-walled blood vessels that are less elastic than arteries _____
 - Right or left lower thick-walled chambers of the heart _____

After determining the correct word from the clues provided, locate the words in the word search puzzle.

ACTIVITY Word Search

ESSENTIAL EXPERIENCE 7

Review the Circulatory and Lymphatic/Immune Systems

10. The epicranii consists of two parts, the frontalis and the _____.
- a) aponeurosis
b) dorsalis
c) corrugator
d) occipitalis
11. Structures designed to accomplish a specific function are _____.
- a) organs
b) tissues
c) systems
d) groups
12. Cells are made up of a colorless, jelly-like substance called _____.
- a) nucleolus
b) nucleus
c) protoplasm
d) centrosome
13. The study of the structure of the body and how the body parts are organized is _____.
- a) physiology
b) histology
c) anatomy
d) osteology
14. The _____ system changes food into nutrients and waste suitable for use by the cells of the body.
- a) endocrine
b) respiratory
c) excretory
d) digestive
15. The wrist, or _____, is a flexible joint composed of eight small, irregular bones.
- a) metacarpus
b) ulna
c) carpus
d) digits
16. The vascular system consists of the heart and blood vessels for the circulation of _____.
- a) lymph
b) plasma
c) protoplasm
d) blood
17. The endocrine glands are also known as _____.
- a) duct glands
b) pineal glands
c) ductless glands
d) pituitary glands
18. The most complex organ of the endocrine system is _____.
- a) exocrine gland
b) pituitary gland
c) endocrine gland
d) pineal gland
19. The fingers, or _____, consist of three digits in each finger, and two in the thumb, totaling 14 bones.
- a) metacarpus
b) ulna
c) carpus
d) phalanges

30. The _____ vertebrae form the top part of the spinal column, located in the neck region.

- a) cervical
- b) thorax
- c) hyoid
- d) thoracic

31. The _____ bone forms the forehead.

- a) parietal
- b) temporal
- c) frontal
- d) occipital

32. The muscle that forms a flat band around the upper and lower lip is the _____.

- a) caninus
- b) mentalis
- c) orbicularis
- d) buccinator

33. A broad muscle that extends from the chest and shoulder to the side of the chin is the _____.

- a) pectoralis
- b) serratus anterior
- c) platysma
- d) supinator

34. The _____ muscle turns the hand outward and palm upward.

- a) pectoralis
- b) serratus anterior
- c) platysma
- d) supinator

35. The muscle that straightens the wrist, hand, and fingers to form a straight line is the _____.

- a) opponent
- b) adductor
- c) extensor
- d) abductor

36. The _____ muscles draw the fingers together.

- a) opponent
- b) adductor
- c) extensor
- d) abductor

37. The _____ system controls and coordinates the functions of all the other systems and makes them work harmoniously.

- a) circulatory
- b) skeletal
- c) muscular
- d) nervous

38. The _____ system performs the function of producing offspring and passing on the genetic code from one generation to another.

- a) skeletal
- b) respiratory
- c) immune
- d) reproductive

39. There are three main divisions of the nervous system: the central, the _____, and the autonomic nervous systems.

- a) peripheral
- b) sympathetic
- c) parasympathetic
- d) brain

50. The collarbone that joins the sternum and scapula is called the _____

- a) humerus
- c) radius

- b) ulna
- d) clavicle

ESSENTIAL DISCOVERIES AND ACCOMPLISHMENTS

In the space provided, write down key concepts of this chapter. Share your Essential Discoveries with some of the other students in your class and ask if they are helpful to them. You may want to revise your discoveries based on good ideas shared by your peers.

Discoveries:

List at least three things you have accomplished since your last entry that relate to your career goals.

Accomplishments:

ESSENTIAL REFLECTIONS

What do I need to know about the structure and growth of the skin in order to perform professionally as a cosmetologist?

Skin care is one of the fastest growing areas of the cosmetology industry. By thoroughly analyzing the functions, structure, and components of the skin, you will better understand how the skin actually works. You will learn that with proper care, your skin and the skin of your clients can remain young and look radiant for many years. You will need to understand how the skin is nourished and how the various glands affect the functions of the skin.

Individual or Group Discussion

Let us take a look at healthy skin first to get started. Describe healthy skin.

As we begin to study the skin and its functions, what daily skin care routine do you have?

Have you ever had a skin problem? If so, how did you care for your skin?

Based on what you experienced and what you have learned so far, how would you educate a client on his or her skin care needs and ways to keep the skin healthy?

Using the chart below, analyze the structure of the epidermis. The first column lists each layer; in the second column, explain the composition of the layer; and in the third column list the purpose of the layer.

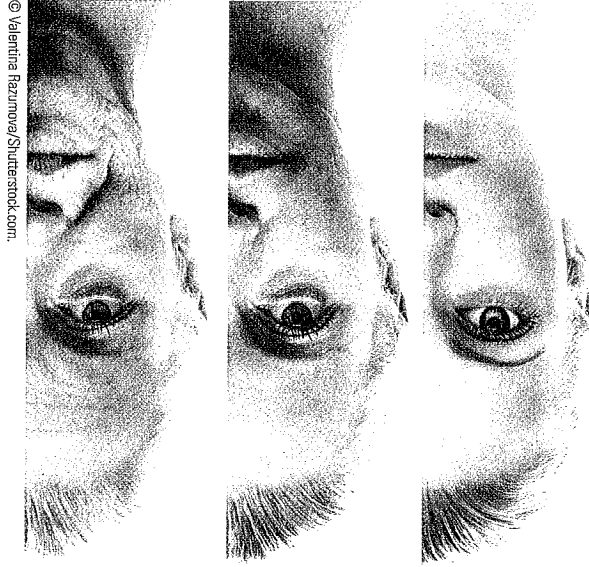
Layer	Composition	Purpose
Stratum corneum		
Stratum lucidum		
Stratum granulosum		
Stratum spinosum		
Stratum germinativum		

ACTIVITY 3 Skin Layer Reconstruction


Using various household items or food products, create a model cross-section of the following layers of the skin.

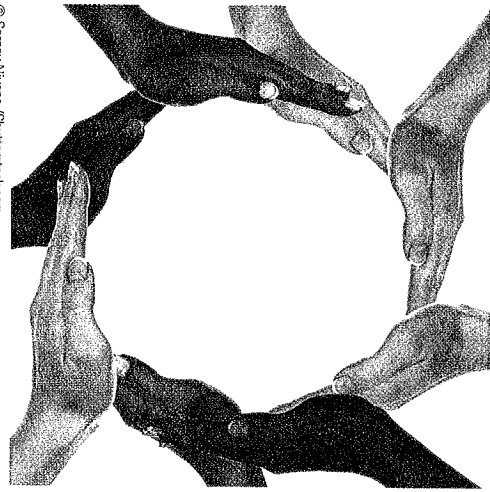
- Stratum germinativum (basal cell layer)
- Stratum spinosum
- Stratum granulosum
- Stratum lucidum
- Stratum corneum
- Papillary layer
- Reticular layer
- Subcutaneous tissue

Use poster board to make a large model. (Hint: Items you might use include Rice Krispies, corn flakes, Fruit Loops, honey, a slice of bread, and/or a soft flour tortilla.) Once you have built your model, compare it to Figure 7-2 on page 158 in your textbook.



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ACTIVITY 8 Strength and Flexibility of the Skin  Collagen and elastin are important fibers that contribute to the overall health and appearance of the skin. As we age, the skin can lose its tone and suppleness. What factors can contribute to collagen fiber's weakness?



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Melanin: _____

Pheomelanin: _____

Eumelanin: _____

Define the following terms in bold.

ACTIVITY 7 Skin Color 