

Mentors and Buddies

We hear of very many examples of good practice throughout the programme and we are keen to publish these – both in e-Update and on the Cheynes Training website. Here is an important example relating to helping new people to adapt to life in the salon which can be carried through to cover all of the time a Candidate spends in training.

We have used a 'buddy' system for new people at Cheynes for many years. The idea is that a slightly older assistant will act as a buddy to a new person during their induction period. This works really well, the new person and the buddy have to be carefully 'paired' and the new person is then allowed to 'shadow' their buddy for the first week or two, same lunch, same day off, etc. We strongly recommend the system.

We recently heard of a salon that takes the buddy system much further by offering every Candidate in the salon a 'mentor' who has worked at the salon (say) 12 months longer than the Candidate. This means that young stylists 'mentor' senior assistants, senior assistants 'mentor' younger assistants and so on.

However, a person who is new to the mentoring role may need some extra training. A good mentor will be someone the Candidate feels comfortable with and they will need good listening skills, an ability to explain things and lots of patience. It is also vital that the Candidate feels free to raise any concerns or questions with their mentor, therefore, conversations between them must be confidential.