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Practice example 1: "Critical customer!"

Sara has recently begun as a hairdresser trainee and may now shampoo her first customer. She accompanies the customer to the sink and puts on her gloves.

Suddenly the female customer says: “Why are you wearing gloves? Because you don’t want to touch me? My hair is not that dirty and besides, gloves pull on my hair!”

How can you react in this situation?

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Practice example 2: "That's nonsense!"

Your new colleague Maria has taken on the tasks of washing, blow-drying, colouring and perming which you have assigned to her, and is carrying them out conscientiously. The customers are impressed with Maria's creativity and professionalism. For some days, you have noticed some changes in the skin of your colleague's hands. Above all, the spaces between her fingers already appear to have reddened unmistakably.

Maria plays down the issue. "That's nonsense! My hands are okay. I don't wear gloves because I have no feeling with them."

How can you convince Maria?

Practice example 3: "A matter for the boss!"

It's only been a while since you've been allowed to conduct all typical hairdressing activities yourself, such as washing, cutting and blow-drying. But already your hands are burning from contact with shampoo and hair: they are red and they itch.

Your boss Pierre is not concerned. When you ask for appropriate gloves and protective skin cream he shakes his head and says: "Protective gloves and protective skin cream are not necessary for hairdressing work here. That little bit of water and shampoo won't hurt your hands! Only the best and easiest products on the skin are used in my salon. Besides, gloves and creams for all employees would be way too expensive! Don't make such a fuss and just take care of your hands better at home. After all, you're responsible for yourself!"

How can you convince your boss?