

Attitude

Definition: your outlook underlies the way you live your life

1. **Diplomacy**- be tactful in your dealings with others, this means being straightforward, but not critical
2. **Emotional stability** it is essential to have feelings and express them appropriately. Self control, learning how to handle a confrontation as well as letting people know how you feel without going overboard is an important indicator of maturity.
3. **Receptivity**- to be receptive means to be interested in other people and to be responsive to their opinions, feelings and ideas. Receptivity involves taking the time to listen instead of pretending to listen.
4. **Sensitivity**- your personality shines when you show your concern for the feelings of others; sensitivity is a combination of understanding, empathy and acceptance. A sensitive person is aware of how damaging criticism can be and always offers criticism constructively. Being sensitive does not mean you have to let others take advantage of you, it means being compassionate and responsive. It is strength not weakness.
- 5 **Values and Goals**- neither values nor goals are inborn characteristics; you acquire these as you move through life. It is important that you do acquire them as they will guide you on your journey through life.
6. **Communication Skills**- communication is your way of ensuring that you understand perfectly the needs and desires of the people around you. Since communication is a two way street, this ensures your clients will understand your ideas and suggestions. Clients can go virtually anywhere and get a good service, they choose to stay with estheticians who create the best atmosphere, treat them with respect and have good interpersonal skills.
7. **Discretion**- do not share your personal problems with your clients or share personal information they may have been shared with you. Maintain your professional boundaries and standards; you are an esthetician not a counselor.