**Stone Stylists LTD Management Consultancy**

The business goals are: To be ranked Number 1 hair salons and barber shops in sheffield

To achieve a 10% net profit magin

To Improve client retention

How they want to achieve these business goals:

Daily sales targets for upselling additonal hair products and services

Introduction for new services including hair extentions and beauty treatments

James Says selling more products makes the business more successful

**Employee Data:**

Solution: Add more employee benefits

2022:

Number of employees: 80

Absenteeism: 4%

Employee Statisfaction: 100%

2023:

Number of employees: 79

Absenteeism: 11%

Employee Statisfaction: 90%

2024:   
Number of employees: 70

Absenteeism: 16%

Employee Statisfaction: 72%

**Sales Data**:

**2022:**

Sales revenue: £2.2m

Net Profit £240,000

Client Satisfaction: 98%

Client Retention: 92%

**2023:**

Sales Revenue: £2.1M

Net Profit: £207,000  
Client Satisfaction: 90%

Client Retenetion: 82%  
  
**2024:**

Sales Revenue £1.5M

Net Profit: £123,000

Client Satisfaction: 75%

Client Retention: 68%  
  
Create a Situational and Contingency Plan

* **Different Management Styles  
  Autocratic style – power and control, strict obedience to authority​**
* **Democratic/Participative – involves team members in decision making​**
* **Paternalistic – dominant paternal/maternal figure​**
* **Laissez-faire – hands off and free- reign​**
* **Transactional – adapt own behaviour to suit employees skills and the situation​**
* **Transformational – leader looks to strengthen employee through investing in them​**
* **Charismatic – engages and motivates people through his/her own motivational attitude​**
* Management and leadership skills​:  
  **Setting objectives (SMART)**​
* **Motivating**​
* **Decision making**​
* **Team building**​
* **Leading by example**​
* **Consulting**​
* **Problem solving**​
* **Supporting others**​
* **Managing conflict**​
* **Building positive relationships**​
* **Using emotional intelligence – ability to accurately read others emotions**​
* **Communicating giving feedback**​

Managing Conflict​:

Managers and leaders will have to manage conflict at various levels within a business. ​

* ​

Four steps to managing conflict:​

1. Identify the issue or problem​
2. Identify those in conflict​
3. Express concerns to those involved – usually together​
4. Listen actively​