



sounding board

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It's an interesting time to think about this. Usually one might think about dollars, but dollars are tight right now and so I can't give people raises. That means I have to be more creative in my thinking – which is actually a great exercise. I have done three things recently:



- Implemented summer Fridays: between Memorial day and Labor day, Fridays officially end at 1 p.m.
- I bought a purse for my colleague Rachel: I had been thinking about doing something nice for her for a while, and we were at an event and she almost bought it for herself but resisted. So I stayed late, bought it for her, and it was waiting on her desk the next morning. She loved it!
- I had my intern serve as a "model" for a facial demonstration from my lead aesthetician on work time. It was her best work afternoon so far – and she told me it was her first-ever facial!

These are just some little things I have done recently. It is key, in particular in challenging times, to keep my team happy and motivated and positive. I try to remind myself of this every day!

ADA POLLA

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