From Corporate To Your Most Demanding Boss

Okay, Welcome to the very last workshop of the Business Summit for Positive Educational Training. We are finishing for the day with Chris Bear. Anthony, This is a new workshop, correct? It's a redone. It's been it's not the newest workshop, but I haven't given it in a while and i redid it a little bit and i'm not sure why I'm not giving it more because. To me it's really important and I will explain why. And there is also a handout that Chris made specific for this and it's on the recordings page.

So Chris, talk to it. Hello and welcome to from corporate to private to your toughest boss ever you navigating the rough seas of employment options with. Chris Bear, Anthony. So I just want to take a moment and say give you my disclaimer, this is for educational purposes only. Don't make life choices depends based on what I have said and then say it didn't work out.

I will sue you, so please, please don't. But if you've ever. I've been confused as to what is the right place for you or if you've ever gone. I'm going to work for myself and I'm going to open up my own shop and it's going to be awesome and we're going to do things different. This is 100 % the right class for you are in the right place.

So just to introduce myself, my name is Chris Bear Anthony. I am. I've been a groomer for. It's got to be over 20 years by now. I've work with Evolution Shears and IT love speaking and sharing any knowledge I've picked up. But I started in corporate. I have worked in both of the big peas, I have worked in small shops and now I have really tough boss that I have to have regular come to Jesus meetings with. But I'm going to start something. I'm going to start by saying I may tick people off. One of my favorite sayings ever is that the truth will set you free, but first it'll really tick you off.

Actually, take isn't the word there, but I'm keeping it professional. So there are horror stories, and there will be horror stories with both corporate and small salons. There's going to be no bashing of. Either in this class there is a very fine line, and where it's drawn is generalizing. There's going to be bad experiences everywhere. But saying overall that one place of employment is either a perfect or totally terrible, it just isn't true. And that's why we're here. Life and time changes everything. I had this shirt in high school that was my absolute favorite shirt. I called it the hamlet shirt. It was kind of like when pirate shirts were in.

So it was black and it was button up to here and it had like this ruffle and it had big poofy sleeves and it was love. It may or may not still own this shirt, but. As much as I loved it in high school and kind of still love it now, you get one guess if it still fits me, yeah, not a chance. No amount of dieting or going to the gym is going to make. My arm is shorter because the arm is shrunk. So you know nothing short of drastic surgery is going to make it fit in other places.

A place, a job. A company, a business, may be a absolute and absolute perfect fit for you at one point of time in your life, but if life changes, your circumstance changes, things come up and we've got prejudices and misconceptions stuck in our head. Then we're going to be stuck trying to fit into our high school wardrobe and not understanding why we're miserable at a job that we absolutely used to love. So there are second disclaimer. There are thousands of small shops across the country and more corporations than the big two that I have experience with.

And as many ways to run your own business as there are business owners endless further variation in every shop and salon across the country. So this is in no way meant to be a definitive this is how things are everywhere and always. It's meant to give you a general idea of what might be the best fit for you, and it hopefully dispels some of the misconceptions about our various options as groomers. So that was a lot.

Let's start where so many of us like myself started and that's corporate. So usually in a live class, this is where I would go. How many of us are corporate rumors out there? But if you are corporate and you're watching this video, thank you for coming. Thank you for taking that interest in your education now. There's a lot of perks to corporate grooming, and depending on your place in life and your personality, it's got its fair share of drawbacks as well.

So let's start with some of the pros. Training is the biggest one, and it's thanks to corporate training is why I'm here today is why I'm able to be here. So you know you want to be a groomer. You think it seems fun, right? But schools are expensive, they're hard to come by, and you need handson experience. So starting as the bather is not only a great way to find out if you're actually going to like this, but hopefully teach you really good fundamentals now. Training has changed a lot since I started.

And it covers more than just the basics. So now, in addition to training new groomers for PetSmart, they have area trainers that are actually able to travel to a store and help with, say, a specific breed, haircut or a technique. But if you're also like me and you can't necessarily. Afford school or afford to take that time off not getting paid. This is paid training. Is it the biggest paycheck you'll ever cash? No but is it money coming in while you learn your trade? Yes, And that was vital for me. I really needed that at the time, and I don't think if I wasn't able to do that, I don't think I would be a groomer today.

So PTO or paid time off? I feel like there should be a light from the heavens and just the at the paid time off because we don't take advantage of them enough. So sick days, personal days, vacation days. I know I'm absolutely guilty of dragging myself to work. Either sick or in pain. Now whether or not we actually have to because we don't, that's another discussion entirely. But having the option to take a day off and still get some cash coming in can be a huge blessing. Now it's your hourly rate.

It is not as much as you would probably make on Commission. But it's absolutely more than nothing. For those of you who have young children, you already know that they don't get sick and have emergency on emergencies just on your day off or after hours. Honestly, my biggest regret from my time at corporate was that I and my coworkers suffered under this. Misconception that the world as we knew it would absolutely end if we called out sick. Now, I'm not advocating calling out sick all Willy nilly because you got a case of the don't want us because it does affect our coworkers, But getting sicker, Getting your coworkers sicker. And not being able to recover so you lose time with your family, that's not good either.

I wound up walking away from money when I left corporate because you cannot take those days with you and also holiday pay now as much as it stinks to work on say Christmas Eve, Easter Sunday, the fourth of july. New Year's Eve and New Year's Day. Not ideal, but time and a half will have really help soothe those wounds. I always offered to switch with my coworkers where I took off Christmas Eve because that was a Family Day that was important to me and in exchange worked New Year's Eve and New Year's Day because.

It was shorter hours. It was time and a half and I wasn't really going to be out partying anyway. So the next I have down is guaranteed salary. So what does that even mean? The Commission versus hourly rate debate is still a bit of a touchy subject and it's getting better. It's getting better. It used to be I would rather bring up politics in a group I knew disagreed. But the truth is, most grooming jobs still Pay Commission. So if you're in the shop that pays strictly Commission and the weather is crappy enough for half of your clients to cancel but not crappy enough for you to stay home and have a snowball fight.

Chances are your paychecks going to look pretty sad now. The hourly rate at most corporate gigs aren't going to leave your pocket fat. After a super dead week. There will be something you can count on. There's going to be at least your hourly minimum that you can budget with that you know you're bringing this home now. Will that mean having to maybe do a deep clean of the salon or having to work on the floor if grooming is dead? Yeah, probably, but only if you don't find that urgent cleaning that needs to be done, That reorganization project, those making reminder calls.

There's always stuff to be done in the salon if you don't want to go out and work on the floor. Depending on your management, even Bow making can qualify as productive enough to keep you from stocking shelves. Next on our list is health insurance. Do I do I need to say anything else? Health insurance. Because corporations have such large groups, the rates are usually pretty good and you often have different plans to choose from. Guys, if you don't have health insurance, please, please get it.

Because that is a huge perk of corporate backup and management and cameras, I need to add cameras to my PowerPoint. Now to be fair, depending on the management in your store, this could also be listed on the con list as well, but. As opposed to being your own boss, it's sometimes nice to have someone to hand a problem off to or a problem customer to. God forbid a pet incident happened. There's always someone to call, someone to help, and depending on how bad it was and how shaken up you are, someone to handle it completely.

It could be your first incident. It could be a really bad incident. It could be just you can't deal with it that day. That moment there is someone else to step in and handle everything. Fluffy's mom starts screaming that you scalped her dog with A5 blade when that's specifically the blade she asked for. By the way, true story actually happened. She was screaming. You scalped my dog.

That sounds like a management problem to me. That's a oh, I'm going to get the store manager for you today. Someone starts doing alligator rolls for their toenails. Not only is there someone available to the help or a witness. To say exactly why their little snapping Angel did not get her nails trimmed today. And cameras in the grooming area aren't just for corporate, but good lawyers and deep pockets are. Story from my time in corporate. I was grooming this little dog named Gypsy who, while she was a white dog, looks nothing like this.

And she was this little white, fluffy thing, and she was always matted, but she had the kind of hair. It just brushed out super quickly, so we didn't think anything of it. She was knotted. I was at the very first table, right lined up with the camera. You got a clear shot of everything happening with this dog. And I'm combing out her ears and I hear she goes a little. As I pull on like a little tug, like getting that knot out and a big chunk of a hair came out in my comb so I went OK, not a problem.

And then I saw the it's like a stripe it of blood. I can't even describe it. It's like if you ever so delicately wanted to put. A streak of red in some of the hair, the littlest nothing was dripping, that's all. There was like a little blood along some of the hair back, and I picked up my comb and I examined that knot that came out of it, and it was the tip of her ear. It was the tip of her ear. Like the ears, A triangle it was. This part just came straight line. No blood, clearly from a previous injury. Put everything down. Management to grooming immediately. Store manager to grooming immediately.

Everything on video. I didn't have my scissors out. You all know how vascular ears are, and if there's actually an injury to the ear that I did, it would have bled like a stuck pig. She I told the told the store manager what happened, told her what happened. They looked at the video. The store manager went damn, that's exactly what happened. Because I'm going to lie, there's a video camera right there. Owner looked at the video, went well. What are you going to do for me? And sued. And that's the last I knew of the story because I had that protection when she sued.

That was upper corporate. We knew nothing at a different big PI worked at. The groomer herself was named in a suit because after shaving the dog, it was emotionally distressed about its haircut. I kid you not, I saw that paperwork. Now, is there a chance that those lawsuits only happened because these people were like, these corporates have deep pockets, and I want some of that. Yeah, totally possible. But it's better safe than sorry.

And it is really nice to have those lawyers having your back. And I'm sure there are 100 other stories just as crazy. I don't know about as crazy as the ear coming off because that's extremely wild. But and the last one I have is. Pnp or policies and procedures? And when giving a live class, I can always tell who's either currently corporate or has worked corporate just by what their face does when I say PNP because it's always now. This is another one that can be listed in both the pro and the Con category, but we're sticking to the pros for right now.

Just about every PNP that's in place in corporate, no matter how stupid it sounds to you or me. Because I've seen some stupid ones, but they're all in place, usually as a direct result of a screw up, some more horrible than others. And we've all heard and seen PetSmart a fair amount of time in the news, but believe it or not. All the PNP that they have in place is out there to prevent these sort of things from happening. And even if they sound like the most ludicrous things you've ever heard of in your life and just the words PNP make your eyes roll so far back in your head you're a little concerned they're going to stick there.

They do serve a purpose. They are there to protect either you, the pet in your care, or. Ultimately and potentially the company. And now these can be especially helpful for the new groomer, as many of them are just kind of common sense for those of us who have not been around the block more than once. So for example, if you get in the habit of not leaving tools on your grooming table, then a dog can never kick off that freshly sharpened pair of shears or kick off your only pair of Clippers and break them. So there's a there's the lot of PNP that is there for our protection, such as no cage dryers on brassophalic dogs.

I'm not going to say much more than that, other than it can get hot and muggy in the grooming salon if that dog is really that got that pushed in face and that pug that. Doesn't want anything to be done with his face. It could have more breathing issues than we realize. So putting a dryer and it getting stuck where it goes right in their face, It could cause damage.

It could cause things and have problems we don't know about. The could seem perfectly healthy and it has issues we don't know about and that exacerbates it. And I'm sure that policy came about from a terrible incident, but. Cons PNP All right there. Here's the PNP cons. So as much as they are there and they are there in place to protect you. After you've been grooming over a decade, they can sometimes feel restrictive.

If you've groomed a dog his whole life and know all of its old injuries, know how to handle it, and now you're being told you can't groom it anymore because it's too old and it's a danger that can be a gut punch. I had a Black Russian Terrier on my grooming table once and had the table raised up so I could reach the scissor around his feet easier because I wanted it to be ergonomically correct for me.

I didn't want to hurt my back. So then I was corrected by management and told to lower the table so that his shoulders were the same height or lower than mine. Their theory being, or at least what we were told was that if the dog is higher than us, it starts to think dominant thoughts, and this one is fair. If it starts struggling and is a larger dog, the table's center of gravity is now off and it's more likely to tip over. So being the absolute rule follower I am, I just went.

But it's Zach. It's Zach. He's not going to do either of those things like, so the mystery of why corporate wasn't my best fit may now be unraveling right before your eyes. So whoop. Also under PNP is product and equipment limitations. You use, the products they give you, and the equipment. That, they say, is okay to use. That means that newest D matting spray you just saw at the show, along with the skip tooth play that you may have been trained how to properly use. You may have been using it for years. But no, those are those are now absolutely verboten and you need to hide them away now.

How hidden they have to be depends on your immediate management. Again, their reasons for that is it a dog has had a reaction to a product or has a reaction to a product. If it's one the corporation has said it's safe to use, then you're personally covered. This is like Okay, the dog had a severe allergic reaction, but this is the base shampoo they told me to use your. Took us is covered. If it's one you just picked up then they can say well we didn't approve that so now you're in trouble for things.

Now the reason for that Skip Toothblade being forbidden. Every tool can be unsafe if used in an unsafe manner. We deal with sharp things. I've seen some stupid things happen with skip tooth blades. Was it because the blade was dangerous or was it because the groomer was using it in just stupidly just using it in an unsafe manner? It was the second so. Management notice once again on the pro and the con list. This is really your key to your corporate experience. Management can make or break it. For myself and my that rule applies to Moi. What that attitude.

A manager who would leave me alone and let me grow my dogs was absolutely worth their weight in gold. That being said, what you need to remember is that your manager could be someone else's scapegoat. They're being pounded from above to hit goals and make numbers and not have any incidents or customer complaints. Store managers and often salon managers get a bad rap, but what you have to realize is they really are middle management. Just because you're direct boss, just because they are your direct boss doesn't mean they don't have a boss that is on them. Store managers are also part of the problem. Is that they're not necessarily in a permanent position.

It's been my experience that they tend to get moved around regularly. The first store I ever started grooming at was a bit of a proving ground, meaning it was a problem store and a manager was put there either as a way to get them out or to see where they are going. I've had the two managers that I really remember from that store, one that wound up getting fired and the other one wound up higher up in the district position, so went up because he did well with the store. Either way. It wasn't something that I could count on for more than, say, three years. Once again, just my experience scheduling.

Now, these stores tend to be open seven days a week, 363 days per year they're closed. They were closed Thanksgiving Day and Christmas Day. And quite often, if they have the staff for it, open seven a m to nine p m that means. Unless your entire salon can agree on a weekly schedule, there are going to be shifts you don't like. There will be the potential of working until nine p m and then having to come in and open at seven a m the next morning.

I haven't been in corporate for a solid 10 years and I was already too old for that nonsense now. If you're part time, you can have more control over your schedule because you can say I am part time. Here is my availability. Boom, these are the days and the shifts I can work. You'll also have part time money coming in, and corporate salons are pretty strict about you picking up extra hours at the mom and pop shop down the street.

So how much of A calm this is? Really only you can determine If you have a flexible babysitter or a flexible schedule, say, a steady, reliable babysitter may not be an issue. If not, it may be a deal breaker. This is yet another place management comes in. If you're a single mom who needs a set schedule, management may or may not be able to help you out. Keeping your full time hours and saying, OK, I get it, here is your availability.

However, a lot of managers will say full time your full time, which means you have complete availability. So pricing, inflexibility and upselling, this one's not actually as inflexible as it sounds. And while it's true you can't set the base price for, say, a bijon room, you can and should charge extra for the extra scissoring it takes for a pet version of the show clip or a D matting fee for that extra time it takes to either brush out or safely strip that doodle. You will also be expected to upsell the various packages now for me. That was actually a plus because I was good at selling the packages and charging for my time for other people I worked with asking a customer to spend the extra 5 to 15$ They would rather go to the dentist.

They wanted no part of it was a sure and a miserable part of their existence. So another con to working in corporate. Is the infamy. So back when I was at corporate, the worst we used to face was every summer when the story of a dog in a heated dryer hit and we'd field all the questions for about a week. And it was always the same thing. It was always in, say, earlyish summer.

June, sometimes July. And you could tell it was that once a year, Groom and the dog just got overheated, but things have slowed down a little bit. But for a while it got much worse for corporate groomers. Social media is also bigger and bigger every year and. A tragic incident can turn into a Justice four page on Facebook and it being spread throughout the absolute country. Now an incident in one shop, 5 states over or across the country can affect you.

There did seem to be a cluster for a while and I'm not going to pretend I know the details of every case and either defend or condemn anyone. What I am going to say is between the two big peas, there are approximately 3000 stores across the United States. Now assuming all of those stores have grooming salons with three groomers, grooming four dogs a day and we know it's more than that, but let's keep the numbers small so we can wrap our heads around it. So three 3000 salons. 3 groomers, 4 dogs a day. That's 3000 That's sorry break. That is 36,000 thousand grooms a day.

Over 13 million dogs a year. Now that's not even including bath dogs or walkin services like the touch up packages or the nail trims. So that's over 13 million dogs a year. So look, math isn't my strong suit, but even I know that when you're talking about working with the men, the millions of live, often unpredictable animals. They're going to be incidents, and the higher the number, the greater the chances of incidents, even horrific ones that should never happen. Personally, the best way that I found to combat this infamy is to build a personal relationship with your clients, and you can still hundred percent % in.

Corporate be honest and straightforward with them, within reason. Not every customer you can get away with calling their dog the spawn of Satan who tried his best to eat your fingers and swallow your soul. Rumor Bather, Salon manager. If you build trust with your clients, they are no longer bringing their babies to a big corporate shop. They're bringing them to you. So now we have private shops. So probably the biggest perk in a small shop is flexibility. There's a chance that you're going to be dealing with a real person with a heart who understands that you can't get there at seven a m every morning because of the kids daycare.

Or you can get there at seven a m but need to leave it to every 3rd Tuesday or whatever your life needs at the moment. A small shop is a different atmosphere and in some small shops your boss is over there at the next table grooming and actually understands what we go through on a daily basis. So sometimes having a boss who knows what we do is priceless and.

Can be easier to deal with in case of personal emergency than someone whose hands are tied by PNP So we also have possible health insurance and PTO Just because it's a small shop, don't write off the possibility of health insurance in PTO They do exist. They're not complete unicorns, but they can be rare. They are more likely to be available in a shop that pays hourly. Here we have the hourly versus Commission. Now, a lot of groomers have, I've heard them say that they would never consider being paid hourly, that they only want to be paid commission but. Would you consider hourly pay if it guaranteed that you'd have a week's paid vacation? So this is going to be one of those controversial things I say, but hourly pay for groomers is not horrible, it's not unfair, and it's not unheard of, just about just like everything else in life that has its own sets of pros and cons.

But some of the benefits to an hourly wage is that on slower days you still get paid. Now there's still the option of leaving early, but I've never worked in a shop that didn't have something that needed extra cleaning or organizing or customer calls to be made, or that one shelf drawer cabinet that really needs extra attention but you haven't had the time for. Or even some bows to make, bandanas to cut.

Now I've worked in a shop for Commission that, when it was slow, suggested that I scrub the baseboards on my hands and knees when I was working Commission. Now I'm all about keeping the salon I work for clean. But that kind of rubbed me the wrong way. I've known quite a few groomers, sadly, who were of the opinion that they don't get paid to clean. That is a real quick way to a filthy shop. As long as everyone is being fair and honest, an hourly wage can absolutely work well for everyone. The groomers can get paid for everything they do and. The owners actually have the money to run their business and afford to pay their groomers vacation and have health insurance and disability.

There are benefits to a steady income, and as long as the owner doesn't expect you to groom 30 dogs in eight hours, or the groomer doesn't take 4 hours to groom every Shizu, it really can benefit everybody. Stability and management and ownership. Now, corporate likes to shake things up by changing store managers every few years, so if you're looking for longterm stability in terms of who you're directly working for, small shops almost never change hands. Now there are times in our lives where knowing that manager or owner that you get along with isn't going anywhere is really priceless.

Boarding and daycare. This can be a huge plus because boarding and daycare absolutely feeds into the grooming business. After romping around with 20 other dogs, the pup gets pups get They get pretty stinky and covered in spin if the front end staff is trained well and you can train them. They can keep an eye out for things like nails getting too long or the puffs getting scruffy or borderline matted. So what's more convenient for a client than taking care of two things at once? Many doggy daycare centers have deals where daycare is either free or at a reduced rate on the days the dog is getting groomed and dogs who have been boarded.

Almost always get a bath or a full grooming on pickup day and that can be a huge boost to grooming income. The PNP may be a little more common sense. A good shop will absolutely have rules in place and the chances are that if the owner is a groomer or has been running the business for a while, they're going to be common sense based and. At the very least you'll have the ability to ask questions of the person who made the rules in the 1st place and get an answer other than because corporate said so apprenticeships now it is possible to learn at a small shop as well, and this can be absolutely wonderful.

I think that whether or not you decide to go to an accredited grooming school, at least get a start in a salon, and that's going to help you decide if it's right for you before you spend the money on the tuition to Polish your skills. It's also possible to learn everything from your mentor and move from bather to groomer in a small shop. Clearly, I don't mean. Never take continuing education. This is why we're here now. I also know that some of you may be watching this because your boss paid for the summit. Your boss paid for this class to further your education.

So cons, hashtag. Not all small shops. So just like we have not all corporate shops, we have not all small ones. Health insurance and PTO can be less likely. A lot of small shops, a lot of small shops just can't afford it, and I've had the ill luck to work for ones that couldn't afford it due to mismanagement. And once that I truly suspected could afford it and just didn't want to spend the extra money. I would truly love to learn one day that I'm wrong on this and have this flip to where most small shops offer PTO and health insurance, but right now it is less likely.

Same goes for sick days. This is separate from paid time off, It just may be harder. To call out on a full weekend because you know it hits them harder than Corp There may not be another groomer that they can call to cover your shift or pick up the extra dogs that weren't able to get rescheduled. This often leads to you not calling out, being sicker longer, or sharing it throughout the salon because sharing in this case is not caring.

Now to be fair. This is not just a small shop problem or even just a grooming problem. Cold and flu season can ravage offices as well. But I think now that we are living in a mostly post COVID world, we've become a lot more aware of oof. I'm not feel I'm not feeling well. I don't need to share that so. This is where dealing with someone cannot with a heart can turn this from a negative into a positive. I've actually had a manager in a corporate salon tell me that when staff tries to call out sick, they say no, you can't, and if the person is actually sick, they stay home anyway.

Maybe the person just wasn't able to stand up to a bully, but I digress. Having to take sick days stink no matter what because being sick stinks the potential for shady practices for unethical things that happened regarding both you and the dogs are sadly a little bit more likely in small shops. Corporations have deep pockets and are nationally known. A story getting injured in a corporate salon will more than likely hit the news. But how many of you have seen like leaked cell phone footage of a small shop owner or groomer just being super rough with the dogs, or just losing it and beating a dog? Or shops being dangerously unhygienic to work in? They float all over social media as well.

But they tend to have a more local reach. One really bad incident does have the potential to ruin a shop where a corporation has the pockets to wait it out and recover. I've also heard some hair raising stories of owners bringing on someone to train. Oh you're totally my apprentice and using them as free labor. In a shop, if you have an issue with something your boss says or does, there's no HR department to go to.

There's no high. I'd like to report sexual harassment your way out of a bad situation in small shops is usually out through the front door. Is that shop doing some shady things with customers as well? I did work at one small place. Where you could pay with a credit card for boarding, daycare, or product, but grooming was either cash or a check made out to cash.

Their rationale for that was they didn't want to pay the credit card fees, but my customers were less than thrilled. It's this sort of thing is the flip side to dealing with a person with a heart. Listen to how they talk about their previous groomers, or even their current ones. It's going to be a decent indication of how they're going to talk about you and treat you illegal. I see. And getting paid under the table, dude. This could be, and I'm pretty sure is, a whole other class. I've had bosses tell me everything from you're lucky we don't take a portion of your tips to you're an IC for tax purposes only.

We can tell you. We can tell the IRS anything we want. Spoiler alert. Turns out they couldn't tell the IRS anything they wanted and I was on the job interview that afternoon. The IRS has some very strict rules about what makes an ice tea. And to make things more confusing, the legality of things like booth rentals vary from state to state. That sort of thing is super common in the beauty industry and can get complicated, so I've included in your handouts. Some i believe there's some links in there and there's the questionnaire of what's the IRS the checklist for what the IRS is going to look like to determine if you're and I C or an employee.

If you're currently and I CI absolutely recommend going down that, checking that off and checking and seeing you might be legally considered an employee. So the IRS is also not fond of people getting paid in cash. Now, it seems a great idea when you're young, like when you're in your twenties, you know it's fantastic. I may have even succumbed once or twice to the charms of a side job that will just put extra money in your pocket, but long term it is not great.

Eventually you're going to want things like an apartment, a car, a house, a credit card. Most of these things require a bank account and established credit. Say you get injured on the job, a bad bite, a slip and fall. These are common injuries that could happen in a grooming shop, and they happened all the time, so. If you're now, you've been paid under the table, you get injured on the job.

You're not an official employee. There's no workers comp or disability insurance to help with your medical bills. Your recovery time and your medical bills are 100 % on you, and now you're out of work for however long because of your injury. You get to a fight with your employer. And get fired because they felt like it, or just plain laid off because it's slow. No unemployment for you also, however long you work there, that is money that is not going into Social Security or getting put away from retirement. It is just absolutely not feasible for the long term.

Next, and I know I spent a lot of time on that, but it's so it's almost seductive to younger groomers because all of a sudden they just have fat wads of cash in their pocket and it's like fantastic and you feel like you have money and it's not a good idea long term. So non groomer bosses make me itch twitch. And are possibly the biggest reason I now work for myself. In all of my years grooming and now traveling the country with going to trade shows and speaking to people and talking, I want to say I've met exactly 2 non groomer bosses who do a good job of it.

One I know for sure is bang up at it. And maybe one other. I've talked to the trade show that seems to be to really know what she was doing. It is tough. Now it is absolutely possible to have someone with strong business skills and a passion and love for animals running a small business that involves a grooming salon or mobile grooming business. I've not had the joy of working for them. Like I said, I know one person who absolutely fits that bill and i if I could handle having a boss at this point in time, I'd work for her.

But I've mostly had the happy, fun time of working for people with money to start a business and thought that working with animals would be playing with puppies all day and just super fun because they love animals. Now it is possible for them to learn and I don't want to violate my own non bashing rules here because I really don't want to discourage people who are either that great business savvy boss that just can't happen to groom or the groomer helping them to run their salon. Part of the key here is delegation if the owner is willing to set ego aside. And learn and listen.

And they find a groomer who's willing to set their own ego aside and help manage the salon and share their knowledge. This can actually be a beautiful thing. And move this into the pro column, because now you have a business owner that you're working for who? Is actually really strong on the business side of things, and we'll keep that shop running successfully and the employees happy for years to come. No PNP at all. No PNP can be way worse than too many crazy PNP Any business, every business needs organization and structure to run efficiently. Now we can all have our individual style, but if every groom is doing things differently, things can get confusing fast.

And I just realized, Barry, I'm going to go over by at least 15 minutes. We good, We good okay, it's the last one, so. Yeah, there's a reason I put you last because you know, I do this. So p and p is not just for the employees, it's for the owners and managers as well. If a shop isn't structured properly, you could walk in on payday and be told, oh, the person who handles that is on vacation. You'll get paid when they get back. That happened to me twice.

She is shocked. Una is shocked and trying to comfort me on this twice. I like to say I make mistakes so you don't have to. I think both times I stood there and went. I'll stand here until you get them on the phone and get it amounts. I'll take a different It doesn't have to be the payroll check. I'll take a regular check. Just know I'm getting paid for my work. Now you'll notice the two nice boss. And you may be wondering how is that even possible. We all want a nice boss, right? We want someone who is genuinely. A sweet and nice person who comes to care about us as individuals and is loving to the dogs.

You know who else wants that boss? The person who comes in late, constantly, leaves early, calls out sick every time they sneeze or stub their toe, and does the bare minimum cleaning and just have that habitually bad attitude. These are typically the employees who are likely to steal clients. Product and drag down the entire morale of the shop because the boss is a super nice and wonderful person and sees that employee as a person with issues who needs their job.

Situations that are bad for the business in general may go on far longer than they should, usually. Even the nicest boss has a breaking point and will fire someone eventually. Now if this is your only problem in the small shop, it's probably not worth leaving over, but it can be the hardest situation to judge whatever you do, if you are any kind of decent human being and you find yourself with that, too.

Nice boss to not treat them badly. Do not be the one responsible for breaking them and turning in to that horrible burnt out boss. And that's about as mean as I ever get in any of my classes. Boarding or daycare affecting your schedule? Okay wait, wasn't boarding and daycare are pro. Wasn't this like a good thing? You may have noticed by now that there's a lot of overlap on this pros, these pros and cons list. So you made it through the holiday rush.

Oh my God, isn't that a wonderful feeling? Hooray now groom those twenty dogs who all want to be picked up on December twenty seventh before noon. Now this can be totally managed by good communication with the boarding side, but it needs to be planned for. Which is where policies can come in. As well as working with the front end to make sure that your aunt, possibly the entire Staffs, realistic capabilities are known. It also means that if you have more than one person in the grooming staff that you might not be able to take that nice 48 hour.

Post Christmas nap, you've been daydreaming about until like the second week of January knowing when to bail. This is really tricky for any job, but there are some common denominators if crying before, during or after work becomes the rule and not the exception. It might be time to quit. Look at your good employees. They can be your Canary in the coal mine. If they see things going sideways and leave, then the good employees who are left try to compensate by working harder and longer hours, picking up the slack until they burn out so badly they either leave or give up. Don't let it get to that state, being your own boss or life.

Like outside of grooming. What life? When I worked at corporate, this is what we really thought working for ourself would be like. And here's this other thing that. Is a big secret that's really going to take you off. And I did try to warn you. We always talked about running away and opening our own shop or going mobile and just getting out and how different we'd run things. And every day we would leap out of bed singing and just it would be magical. It would be like Snow White birds would chirp and throw our grooming smock at us.

And that we'd wake up every single day, enjoy instead of dreading work. We'd never have to drag ourselves out of bed but leap up, ready to face the day. Yeah, not so much. There are still days where you're tired. Where you have a cold, where you have that PETA client dog, there's only that little voice in your head telling you to get the heck up to get to those appointments on time.

Because this whole Daydream of working for yourself is going to be absolute roses every day. Shenanigans have been called on that. There's still days when you're tired and that little voice going, oh, you like the sunroof in the car? Great let's go get that car payment. You wanted to take the long weekend, right? Well, that means we're working late tonight, baby, So they're totally days like that. Just because you work for yourself doesn't mean it's not still work some days, but not all days. My catch phrase used to be my boss is a female dog, but I'm working on that, as I said. I've had some come to Jesus conversations with her and her started turning her into a bit of a better boss.

Yeah, they're still, they're still going to be this day. I did put that in the slide. I got to edit that at some point, so there's no there's no bad word. Sorry Mary, one slip through. So I'm going to flip this and start with the cons. So life outside of grooming the temptation is difficult. When you first start to overwork yourself, because we do have startup costs, we're going to have operating costs. Depending on how you start, you may be in the red and be like okay. I have i have loans that I have to pay off to start this shop.

I have a van payment to make. Even if you're starting as a house call groomer, the most costeffective way to be your own boss in the grooming industry, there's still costs to take into account. Do you have all the necessary tools and equipment already? You have a table dryer? Backup tools? A reliable car? Starting up mobile? Okay do you want a used van? Do you want a new van? Someone in your family handy. You're doing the conversion yourself, starting your own shop, That's awesome. You also need a tub tables, the thousand and three things you need to make that spa of your dreams, including the space that you either rent their own.

The actual numbers vary depending on location of shop and equipment that you need van super that may be possibly cheaper in the short term because of financing, but okay. Do you want new or used? Are you going to have employees? You have to set money aside for the problems that come up. Remember we talked about salary versus Commission. If you're going to have employees now, you got to make a choice. Time to think about that a little bit more. Do you have money saved up to live on and keep the doors open for the first six months at least, because it's going to take a while to get customers and to really get going.

Don't forget taxes, triple check your numbers. And now I'm not. I would definitely hire an accountant. And I'm not doing any specific numbers on startup costs because they're way too many variables, but it can range from a few thousand tops for house call to over 100 grand for a shop or a new mobile unit. Now, if you're starting a shop or getting a van, you're probably going to need to get that loan. Our small business, our vehicle loan from the bank, you're going to need to be able to write a business plan that doesn't just make sense to you, What makes sense to the bank And having some business classes helps.

Now little tangent those business classes aren't just for the bank, but for knowing things like how much insurance are you going to need. What you'll need in working capital, what even is working capital, how to get a tax ID business loan, what to look for in a commercial lease contract, what type of business insurance you'll need, All of those things you need to take into account. And you need to make sure you have that money set aside because you absolutely need that life outside of grooming that we mentioned.

It's going to be overwhelming for a little while, but you need to get there knowing your strengths. When it comes to running your own business, you need to be, no don't need the table, sorry. You need to be brutally honest with yourself and know your weaknesses as well as your strengths now. I like to think I'm a pretty darn good groomer. My math skills, however, leave much to be desired. The first year that my business was full time and I had no W2 forms to just plug into TurboTax after hours with a highlighter going over my bank records to add into my business.

And to add into the computer to figure the business income, I got an accountant. I got QuickBooks Selfemployed so I could swipe left or right on my phone, categorize everything as a business or personal expense, print out reports, send them to my accountant, and when it comes time to file my taxes, since I'm small enough to file yearly, it costs about what I make in a day. And it's totally worth it to me, because it would take me so much longer to do it myself, and I would have no confidence that it was done correctly.

So after agonizing over how to figure out my monthly sales taxes, I got my accountant to create an Excel spreadsheet that I could plug numbers into and it would do it for me. Now I got a bill for 175$ for that and I was like for a second, but honestly, that was some of the best money I've spent because now I know it's done correctly. Even when you're a one person show, you can still delegate. Just because you can do it all doesn't mean you have to, but unless you're.

Pressing family into things are bartering services all which can be wonderful. That's still going to cost you money. So when I wrote this class, I wrote My goal is to one day bite the bullet and delegate out housework weekly. I've now delegated out housework biweekly. It's a beautiful thing. But knowing your strengths is only a con, because sometimes being completely honest with yourself can be tough. It's having that real come to Jesus moment with yourself and figuring out if this owning your own business thing is actually the right fit for you and where you neither either need to improve or delegate out.

Now if you if the things you know you need to delegate cost money, see step one, learn to say no. Now I am not allergic to money, so I'm well aware as a selfemployed groomer that the more I groom, the more I make. It literally took an organ trying to kill me, two organs at this point, to remind me that I needed to slow down. You know all those crazy requests and demands you get now when you're working in a shop, You know they don't stop when you start your own business. Customers are still nutty. The receptionist just told them that there's no appointments for two weeks.

Well, can I talk to, well, can you just now that's us that we have to have that answer ready and we have to be firm. So many of us of the mobile variety have either a business cell phone that does not get answered on your day off. Just like a store phone doesn't get answered twenty four seven, but that will not stop people sending nasty texts if you don't respond fast enough. This is where the toughest boss ever comes in. You know exactly how much money you need to bring in and how much that new whatchamacake that you really want but you may not totally need is.

You know you control your pay and saying no to that can be hard. My friends learned if you want to plan something with me, if there's going to be a girls weekend or I need to take a day off that I normally work, it is three to five months of planning in advance. And there better not be a grooming convention that month or weekend, because take two weekends off in a row, one of them just for me scandal. When you're your own boss, you have the perk of making your own schedule. But sometimes the push of growing your business is easy to focus on so much more than.

Anything else? That family and sanity can take a backseat, and that's not why we became our own bosses in the 1st place. As stressful as working long hours is, it's sometimes easier to say yes to clients than to say no. Because, you know, saying yes makes people happy, makes them act like they like us, and it makes us more money being a fair boss to ourselves. Is hard. Saying no to that extra money may be really hard, but that extra time with your family is priceless and you can always make more money later.

Your family might not always be there. Learning when and why to say no is possibly. The hardest part of being your own boss because it is not the same situation every time. Not every request that screws up your schedule is equal. Vacation and sick days. what? What vacation? because. If you're not working, you're not making money, right? So you put this in your startup costs. You factor in how much you have to charge per groom to give yourself those days off, to allow yourself time and money to travel to conventions, to even take online classes. You plan for that yourself. There is no buffer between you and the customer. Sometimes they're frustrated and might want to yell at someone and they think that someone is you and it's a buck stops here situation.

The leap of Faith is the last con I put there because it is sometimes the absolute hardest thing to do. You've got your plans, you've got your money set aside, but there is an unknown quantity. There are things you just don't know how it's going to be and what's going to happen, and you need to just do it. I put that one in because it's just fear that is keeping you back, that is keeping you from not doing the thing you know wants to make you happy.

Believe it or not, I almost kept her in the crate for this. But she's actually way louder in the crate. I figured she'd be more disruptive there, but make the jump. If we know where we want to be, do it. If you know you are where you want to be, stay there. That's nothing to be ashamed of. You could be. Happy in corporate right now. You could be happy in your small shop. It could fit you and all the pros or all the cons we just talked about for being your own boss could be too much.

So let's talk about some pros that I'd say I was only going to be 15 minutes over. Sorry Mary. So flexibility and control once you learn to say no. Even if it's still challenging to you, when you're your own boss, you are the one who has ultimate say over your schedule. Obviously, if you have employees, this varies a little bit, but you're in complete control of your schedule. You need a vacation. You need to go to a grooming show, a family reunion, a baby shower, have a sick day, have a mental health day, schedule that and.

Yeah, you are absolutely allowed to have a sick day as a business owner and that's why scheduling yourself. Regular days off are super important and they can even be the days you want to be any of them. Saturday and Sunday you want to take off weekends? Do it. You're in charge of you. There's lots of groomers who do that because they have kids and they want weekends with their family. I know it sounds radical, but it's possible. Now I know it sounds like I'm contradicting things to say that you have complete control over your schedule and then saying you need to schedule your days off.

The reason I say it that way is, you know, I make mistakes so you don't have to. When I first started my business, I started it part time to build up clientele. I worked at two different shops In addition to working at shows. I regularly worked a six day work week depending on scheduling, holidays, show schedules. One I want to say it was fall coming up on Christmas. I worked 3 weeks without a whole day off.

So in addition to being exhausting and making the entire December holidays miserable, I ran myself down to the point where I was horribly sick over the holidays. So not only could I not enjoy the time off I did have with my family, I was miserable before and couldn't take a sick day because I didn't schedule my days off. So there was no place to reschedule those clients too, before the holidays? I mean, have you ever tried telling a regular client who booked their appointment two months ago that you wouldn't be able to get Bella groomed before the family Christmas? Hana Kwanzaa party? Yeah yeah, me neither.

But when you have those days off to be flexible with, you can take a day off the first day you feel miserable. Can actually get better faster. I have now learned to take off. I think this past year I took off the twenty second on because snow days happen, sick days happen, and if I needed to, I had the clients and I and I had the spots to reschedule the clients and if I didn't. My holiday started on December twenty. Second dude. I could wrap presents, I could bake cookies, I could sleep for a full day so I wouldn't be cranky pants at the family holiday party.

So you have the flexibility. You also have the control to set your own business. Or to set your own hours and policies now potential for losing that January slow zone. How many of us are familiar when we work at A at a shop that kind of slump in January? One of the first things I noticed after going mobile house call was that my January slump went from one slow week my first year full time house call. To completely non existent mobile businesses work best when clients are on a regular schedule because it's not really costeffective or timeeffective to go drive and all over creation between stops.

It's also easier to predict how long each stop will take when the pups are on a regular schedule. Before you think I forgot about you shop bound folks, I also know that there are plenty of salons who will book weeks, two months to a full year out so the clients know what they're getting into and they have their appointment set and you're really reducing that January dead zone, so. Another brilliant way around this is I know a few salon owners who just schedule a vacation for their entire staff a week or two in January.

Barkley runs a groomer cruise in January, so while it's the middle of winter is a great time to take advantage of a slower time and get somewhere warm. If a winter getaway doesn't thrill you, you're in charge of your own business. Find a time that either works for you. And your business or a time that works for you, just you because you feel like it and do the scheduling to make it work for your business and take a break because you deserve it. You can be choose your about clients. This client can be a little bit of a PETA and. She also can make it worthwhile. And yes, this is a picture of things I don't do anymore because I have learned better, but it was a little nice at the time.

If a client doesn't fit with you can let him go. Not having a boss for me is a huge pro. Earlier we saw that I wasn't maybe the best with taking orders that I didn't think made sense. But for me, one of the best parts of being a one man show is not having to worry about cleaning up anyone else's mess. Not just physical stuff like dog hair. But no one else is going to screw up an appointment for me. That's me. I'm the one who screwed up that appointment, and that's okay. I can own that because I can recognize that I make mistakes.

So you're responsible for your own work. You don't have to pick up anyone else's slack, and vacation in sick days are when you say they are. And depending when you go, all right? Is this good for me? Does this work for me? Wearing a bunch of hats all the time. Every day is different. Sometimes it can be. This is great. I am challenged because it's different and I'm doing different things. Sometimes it can be overwhelming if it's going to be overwhelming more often than not. Maybe it's not for you. If 90 % of the time it feels like I'm fantastic and I can decide which hat I am wearing today, that's fine too.

And notice I said 90 % of the time, not 100 %, because even people who are thrive on the change and the different things and a little bit of maybe a little bit of chaos. You're still going to have days where it feels overwhelming because, Oh my God, I have to do everything is ultimately on me. And that's okay too. So ultimately, wherever you work, this is what we want most of our days to feel like.

But that depends on you. And where you are in your life, and regardless of where you are in your professional career, you're here because you have taken charge of your own professional learning and trying to decide that. And that is an amazing thing. But do we have any questions? Because I know we're over, but I see some people here. Or no, that was just in the chat.

Yeah, we're just making fun of you, Chris. Oh, that's OK. All right. So we'll wait a minute for some questions yeah. And you know what? For some reason, everybody's making fun. Yeah, I think probably Me and Angie, you know what? It's okay to be overwhelmed sometimes because it's a lot it is a lot to do yeah mary does know who'll who'll run along. And to be fair, i haven't done this class in a while and I'm like, I have to update it with things. So I'm like. This is not just an hour oopsies. Ok, so I don't see questions. I'm going to stop the recording and Chris, don't go anywhere.

I will not. And yeah, isn't that a nice logo, Mary? I like the logo. It's really So this has been a Derper Poo productions and this is my Derper pit.