

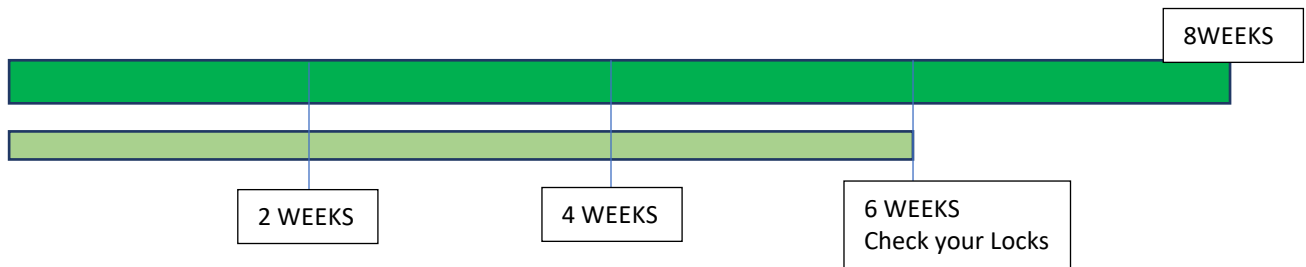
Online Retightening Class Instructor Talking Points

The outline is designed to guide you through the Retightening class

CLASS STARTS HERE:

HOST GREETING: Hello, I'm (NAME) and I'm your host for this session of the Sisterlocks online Retightening class. Welcome to class.

Introduction / Discuss the appropriate times to retighten when self-maintaining



Find out more about why they're taking the class

"SAY/ASK THIS"

- **What are your goals?**
 - **Be independent**
 - **Tighten periodically**
 - **Hairline maintenance**
 - **Short term, then back to Consultant**

REMINDERS, ETC.

- If continuing with Consultant, do same directions (clockwise OR counterclockwise)
- If not, do counter-clockwise rotation like we teach.
- Use notebook to document your work

ACTIVITIES

Explain why we retighten after we shampoo

- Hair loosens during shampooing
- Retightening clean hair is best

"SAY/ASK THIS"

Ask if they have very loose areas and/or joined locks. (If serious, this may be a reason to stay after class to address.)

SECTIONING – Have them find their appropriate Sections

ACTIVITIES

- Get a visual on how the student sectioned their hair and give tips as needed.
- Do materials inventory and explain each item

"SAY/ASK THIS"

This exercise gives you an overall view of how to think about your retightening tasks. (explain) You will need to section like this each time you retighten.

STUDENT WRITES THIS

Remember the 1 – 1 – 1 rule:
ONE section / ONE row / ONE lock at a time!

REMINDERS, ETC.

We use sectioning because it Provides reference points for locking Tasks AND, sections are easy reminders for starting and stopping

Do you have to start in Section 1? No, but don't jump around. Start in front because easy to see while learning. You can proceed to any section you want, especially if there's a section where the hair is extremely loose. Make notes where you start and stop

Isolate rows and Individual locks

Next cover how to isolate rows and individual locks before you start retightening. We'll start with setting up individual rows.

ACTIVITIES

- Select best section for student to work in (start in front)
- Take student through procedure for using clips to isolate individual rows

Now here is the second part of that. Listen to the explanation, then go through this with your instructor.

RESUME – PIC OF PIC INDIV LOCKS

ACTIVITIES

- Take student through procedure for isolating individual locks

“Re-Tightening”

REMINDER:

ACTIVITIES

- How to hold Clip Tool
- How to attach Clip Tool
- Use of Clock Graphic to locate points of the pattern
- Tips for avoiding confusion
- Hands-on incorporating proper use of clips and Clip Tool
- Closing comments OR reminder to return after class session over

“SAY/ASK THIS”

- The Tool enters “12” at the top of the Lock and the Tool points to the “6”
- The Tool enters the “6” near the neck or the ear and the Tool will point up to the “12”
- The Tool enters the “9” to the Left of the “12” (toward the face on the left side)
- The Tool enters the “3” at the face on the Right side of the head

REMINDERS, ETC.

Instructors please do not teach students the way we are taught as Consultants. Don't use the phrase “tension,” instead say, “enter through the center of the Lock and pull the Tool up to the top of the new growth.”

Closing comments:

“Practice – Practice – Practice”

CARING FOR YOUR TOOLS

PRODUCTS

HOME OFFICE CONNECTION

Now that you've retightened a few of your Locks, you have an idea of what it will take. **REMEMBER: NEVER TIGHTEN YOUR HAIR IN A PUBLIC AREA OR WITH PEOPLE AROUND**

REPLACEMENT TOOLS

Questions that may come up.

1. Why do I have to use the positions on the clock?

- The clock graphic helps to maintain a stable reference point. No matter where you're working on the head, the "12" is always closest to the top. Once you know where the top is, the positions of the 9, 6 and 3 will be obvious
- The Center Part can also be used as a stable reference point to indicate where your "12" should be.

2. Where should I start in the pattern?

- Start at the first point in your pattern (12). Complete your pattern, then determine if you have room for another rotation. Continue until it's tight enough but not too tight. When you start your next Retightening start with the 12 again.
- You can start in any section you want especially, if there's a section where the hair is extremely loose.

3. What if I need extra help?

- If you have additional questions or are struggling with your Tool, let your R-Cert facilitator know during the class. Arrangements will be made to further assist you in the breakout room after the conclusion of the class. If after practicing at home you still have questions, please reach out. A brief review may be provided as a courtesy. A full review (or attending another session) may be allowed for a nominal fee.

4. How do I use the Tool? The Clip Tool attaches to the tip of your Lock. It may be placed a bit higher if the tips are frayed or very thin. All Locks are parted in squares and you'll enter in the Center of the Square/Lock

- Hold the Tool between your finger tips.
- Press down on the spring with your index finger to open the Clip.
- Slide the Tool down to see the opening/space between the metal clip and the Tool.
- Place the tip of the hair into this space and release the spring to close around the hair
- Take the Tool, which is attached to the tip of the Lock, and place it into the 1st point of your pattern

11. Working your Pattern

- Have the student repeat the point sequence of their pattern
- Once they know their sequence, have them touch those points with the tip of their tool
- Remind them that the directions can be tricky on opposite sides of the head. (use graphic to illustrate)
- Have them actually accomplish their pattern in their hair.

Dealing with problems that arise

- Tool gets stuck (Unclip and remove. Reassure client that practice makes perfect.)
- Wrong placement of tool (i.e. Only 12, 9,6,3. NOT 1, 2, 4, 5, etc.)
- Going through center of lock (Same number of hair on each side of tool)

Clients tips:

1. If your arms get tired, rest one of them on the arm of the chair. This will eliminate having both hands over your head and will reduce fatigue
2. Don't have a lot of time? You can camouflage the fact that you're due for a retightening by tightening a few Locks in the front area. For instance, if you wear a part, tighten a few Locks in one or two rows on either side of the part. Tighten a few visible Locks at the hairline. This will give the illusion that your hair is freshly retightened.
3. Can I have a copy of this video?
 - a. This video is provided to R-Certified Consultants who facilitate the guided Sisterlocks Retightening class. Take really good notes and you can submit your questions to your R-Certified facilitator, at any time. A Refresher class, to address more detailed questions,
4. **What do I do if the Tool gets stuck?** The Clip Tool attaches to the tip of your Lock. If it gets stuck, unclip it and take it off.
5. **My hair loosens quite a bit after I shampoo. How often should I shampoo? Recommended shampooing guidelines** – to maintain the health of your scalp and the integrity of your Locks shampooing is recommended between 10-14 days. Depending on the circumstances, if you are extremely active or perspire, a lot, you may want to shampoo more frequently.
6. **My daughter has Sisterlocks, can I do her hair now that I've taken this Retightening class?**
 - a. In order to do someone else's hair, even family members, requires taking the 4-day Training class. The re-tightening class provides basic information for self maintenance but not the information to ensure the integrity of someone else's Locks.