

# BeautyNZ

THE NEW ZEALAND  
ASSOCIATION OF REGISTERED  
BEAUTY PROFESSIONALS INC

SPRING/SUMMER  
2023 EDITION

Christmas ✨  
GIFT GUIDE ✨

SKINCARE  
TRENDS



BEAUTYNZ  
AWARDS



INSPIRING  
WOMEN



INDUSTRY  
NEWS &  
new products!

*Business Resilience*  
**FLEUR  
HEAZLEWOOD**

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# Leading the way

When it comes to helping build and maintain a healthy workspace, life post-Covid has unleashed a fresh landscape of challenges. Mental wellbeing is a top priority for many businesses leaders as they strive to support their business, themselves and each individual on their team. It's no easy task, and like everything in the beauty industry, benefits from professional training, advice and leadership.



With more than two decades of corporate leadership experience, leadership expert and speaker Fleur Heazlewood specialises in helping build positive performance cultures; supporting and developing creative healthy teams and workplaces.

"High levels of stress, burnout and mental illness mean mental health conversation competence at work is no longer a nice-to-have but a necessary part of leadership," says Fleur.

"Leaders are expected to provide psychologically safe and mentally healthy working environments yet often lack the skills and training to support the wellbeing of their people.

"When we don't manage psychological safety, leave those unwell to struggle, allow interpersonal conflict to fester, and don't address poor performance, we undermine the energy and performance of everyone on the team."

Specialising in training and mentoring people around positive leadership, mental health mastery and resilience, Fleur is the successful author of two books: Leading Wellbeing and Resilience Recipes.

Relentlessly passionate around sharing her skillset and arming others with well-equipped toolboxes, she is also founder of the Blueberry Institute, offering a range of programmes to help build and develop skills around resilience, leadership and mental health.

"The three most common causes of mental stress are preventable and relate to a lack of psychological safety at work: work pressure, work-related harassment and/or bullying, and exposure to workplace or occupational violence. We are also seeing increased numbers of people experiencing chronic stress and burnout.

"Our brains perform significantly better when we are positive, rather than when we are stressed or negative. And by investing in our health and wellbeing, and cultivating happiness and optimism first, we not only feel better, but we experience a performance advantage."

BeautyNZ catches up with Fleur for some advice around helping build resilience in the workplace – both for personal benefit and that of the team you work with.



Our role is to support our team's mental health and wellbeing, but not to take responsibility for their mental health and wellbeing.

**Q** The business landscape has had unexpected and new challenges during and since Covid. What are some key issues you regularly come across resulting from this?

**A** People are wired and over-tired. Research is showing that more people than ever reported before are experiencing high levels of chronic stress and burnout, and despite increased awareness of mental health issues and available supports, our mental wellbeing is not improving.

This is also understandable. Our biology is wired to view uncertainty, change and challenge as threatening, which activates our survival fight or flight responses. The last few years have seen intense external pressure with the pandemic and natural disasters, and with the current economic uncertainty and financial insecurity, this pressure on our mental health is still very real.

**Q** What are some of the skillsets people ideally need to focus on to help navigate these changes?

**A** We need to learn that wellbeing is a performance booster, rather than a reward for results.

Start your day by moving your body, which can be as simple as a 20-minute walk, and moving your mind, perhaps with 5-10 minutes of mindfulness or journaling. Engaging in a hobby, activity, or social event each week that nurtures your soul, and allows

you to rest and restore is important: a walk in nature, swimming in the sea, playing with a pet, enjoying a coffee without a device, or a picnic with family or friends.

My personal routine includes morning walking, yoga most days, and monthly massages and facials. I have a lot of allergies triggered by pollens, dust and grasses and lanolin, and when my stress temperature rises my skin dries, cracks and is prone to eczema. For most of my life I have struggled to find skincare and make-up that supports rather than stresses my skin. The Dermaividuals skin care range which is free of fragrances, parabens and preservatives has some of the cleanest products available and transformed my spa experience.

It is also important to develop our personal resilience skills, to be able to healthily manage pressure and stress. Learning to recognise our stress triggers, being able to recognise and defuse our emotions when they start to rise and creating mini pauses during our day to let the steam out. Simple practices like deep belly breathing or five minutes of mindfulness and then allowing yourself to feel the troubling emotions without fear, can make a big difference.

**Q. How important are mental health conversations in the workplace?**

**A.** Everyday mental health conversations at work transform lives for the better.

With one in five of us experiencing a diagnosable mental illness in any 12-month period, mental health issues are present in every team and workplace. Less than 50% of people experiencing mental ill health are accessing support, so we have colleagues, teammates and friends who are struggling more than they need to be. And research shows that the earlier we can connect someone to help, the quicker and easier their healing journey will be.

Leading Wellbeing helps by providing a clear framework for recognising the signs that someone is struggling, knowing what to say, and how to provide appropriate support.

**Q. Why do you think there is still a 'fear factor' around these types of conversations?**

**A.** In my workshops people tell me that what holds them back from having check in conversations is fear that they will say the wrong thing, fear that they won't know how to respond, or fear that they are not an expert and so won't know how to help.

The good news is that you don't need to be an expert to have a

conversation that shows care and that helps connect a person who is feeling wobbly to support.

**Q. What are some common issues you see in the beauty industry space, where one on one personal interaction and conversations with clients can place added demand on those working this area?**

**A.** It helps to understand that when someone shares something that they are finding stressful, upsetting, or tough, that we don't need to take their emotions on, and recognise that we don't need to provide suggestions or give solutions. Most people will appreciate a simple, gentle, empathetic ear and an acknowledgement: "I appreciate that this is a stressful time for you".

I find it helpful between my coaching appointments to take three minutes to create a mini re-set. Sitting with my eyes closed, breathing in and out of the belly, letting the previous conversation go, and naming three things I am grateful for, helps ground back into my own body.

**Q. What are some tips for helping business owners cut through the expectations of being responsible for wellbeing, mental health and the wellness of themselves and their team? Where to start?**

**A.** Our responsibility as business owners is to provide a physically and psychologically safe working environment for our staff and clients. Starting is as simple as a five minute check in with team members to ask how they are, and what they may need that day. We need to be aware of the pressures and stressors faced by people and regular small breaks, opportunities to connect as a team, and a safe space for people to share what maybe troubling them, can be helpful.

Our role is to support our team's mental health and wellbeing, but not to take



responsibility for their mental health and wellbeing. Let people know that it is ok to share when they are struggling, and then encourage them to reach out and access appropriate supports. It helps to learn mental health conversation skills and educate yourself on the local supports that are available.

**Q. What are some of your top tips for business leaders to help their team around how to care for their own mental wellbeing:**

Three strategies to help with challenging conversations that support mental health and wellbeing without taking it on yourself:

1. When someone shares something personally tough, you can empathise and validate their experience without agreeing with what they are saying or taking it on yourself "I appreciate this is a tough time for you at the moment, thank you for sharing."
2. Ask if they have support. This could be family, friends, or a doctor they trust. And encourage them to share with one of these sources how they are feeling.
3. Ask them what strategies they have found helpful in the past when they have been feeling wobbly? Such as walking, going to the gym, reading a book, coffee with a friend. Are they doing these now? Can they reconnect with any of these activities?

For those looking for additional support, Fleur's book Resilience Recipes - Making Space for Wellbeing that Works, can help with a day-to-day set of practical resilience strategies that can be personalised to individual wellbeing needs and patterns. ●

# WAI ARIKI

## HOT SPRINGS & SPA WINS PRESTIGIOUS AWARD

Just five months after opening, Rotorua's Wai Ariki Hot Springs and Spa has been crowned the Best New Spa for 2023 at the 2023 Spa & Wellness Awards.

The annual awards recognise and celebrate excellence in the Asia Pacific spa and wellness industries.

David Tapsell, Chair of Pukeroa Oruawhata Holdings Limited, says the team is thrilled to be named the Best New Spa for 2023.

"Wai Ariki Hot Springs and Spa is uniquely built on the legacy of Ngāti Whakaeu culture, healing practices and manaakitanga – the concept of welcoming manuhiri (visitors) - and this allows Wai Ariki to stand out from the rest.

"We have only been open since June but Wai Ariki has been many years in the making. This award is a tribute to the effort of everyone who has been involved in this time and is a testament to our unwavering dedication to local culture, innovation and our overall customer experience at this world class venue."

Kris Abbey, Spa & Wellness and founder of the Asia Pacific Spa & Wellness Awards, says quality, sustainability, innovation and originality are the fundamental criteria of the awards, which are judged by leading spa consultants and wellness experts.

"It's important to recognise and praise the trailblazers of today who push the boundaries and set the bar high in their respective fields.

"This includes the people, properties, spas, skincare and wellness brands that constantly commit to making experiences better for all," says Kris.

Nestled on the shores of Lake Rotorua, Wai Ariki Hot Springs and Spa offers a unique blend of culture, relaxation and natural wonders.

It is inspired and owned by local iwi, Ngāti Whakaeu, Waik Ariki features two main spa areas, the Wai Whakaora (Restorative Journey) and the exclusive Āhuru Mōwai (The Sanctuary). Both are places of peace and tranquility, founded on te ao Māori values, traditions and culture and are unique not only in Aotearoa, New Zealand, but also around the world.

Wai Whakaora (Restorative Journey) offers a multi-sensory 'therapeutic journey' that features several bathing experiences. Among them are warm geothermal bathing pools, an ice cold plunge pool, a hydrotherapy pool, a steam room and sauna, a thermal mud experience, and herbal pool with indigenous plants, including kawakawa and koromiko offering aromatherapy benefits.

Te Āhuru Mōwai (The Sanctuary) is a high-end space to



experience bathing and a number of specially developed spa treatments with elements of Māori custom. This includes massage and facials using natural actives, essential oils, botanical extracts, traditional plant remedies and the local mineral-rich mud.

In the evenings the Stargaze Pool (Tiroiro Whetū) allows guests (manuhiri) to look to the stars above and across to Ngāti Whakaeu mountain (maunga) of Ngongotahā, a traditional star-gazing site for Ngāti Whakaeu.

A selection of the heated pools contains natural, geothermally heated water drawn directly from the Rachel Spring, that contains numerous beneficial minerals. Wai Ariki Hot Springs & Spa delivers a magical experience which can be wholly customized for each visitor. ●

Fleur Heazlewood is a leadership expert, speaker, and founder of the Blueberry Institute. She works with leaders to create healthy, high performing teams and organisations. Fleur has trained over 3000 leaders in mental health mastery, future-fit resilience, and positive leadership skills. Her first book Resilience Recipes, a practical guide to better personal wellbeing won best Health and Wellbeing Book for 2022. Her new book, Leading Wellbeing - A leaders guide to mental health conversations at work is available now. For information on Fleur's books and programs, visit

[www.blueberryinstitute.com](http://www.blueberryinstitute.com)