

理疗师的身心健康

理疗师在护理过程中，让能量有效运转，将带来有益双方的体验

理 疗师的健康状态对于保障服务质量和理疗空间的和谐氛围，以及提升客户满意度都起着关键作用。研究水疗中心的成功秘诀，不难发现两个重要途径。通过这两个途径，客人能充分感受到理疗师的真挚关怀，加之其它各方面综合作用，大大加赠体验者的幸福感。

途径之一在于理疗师自身保持最佳状态。理疗师必须有能力进行自我调节，保证身心平衡和整体健康。

途径之二在于管理者。管理者的决策和理念决定了理疗师的工作方式与创新潜能。管理者需要充分了解理疗工作，获悉理疗师的实际需求，支持其工作。这将大大增加团队凝聚力，让员工感受到来自管理者的关怀。

随着现代生活压力的加剧，人们对于保持身心能量平衡的需求也愈发深入。一方面，人们开始转变生活方式，积极体验促进身心深层健康的护理疗程；另一方面，许多人开始寻找新的职业模式，远离沉闷的办公室、电脑和充满竞争的不良环境，进军水疗护理领域，通过学习众多经全球认可的整体疗法，发展技能，实现自我价值。

无论是理疗师还是体验者，在触摸护理过程中，能量受予都达到前所未有的深度。这是由触摸护理这项服务的内在性质决定的，双方被置于共同需求之中，渴望着连

接、滋养、释放和休憩。

理疗师的角色

在繁忙的沙龙或水疗中心，来者络绎不绝，理疗师每天都要面对众多客人及各类不同情况，这要求理疗师具备足够的细心、耐心和专业技术。

身体可以被看做是一个仓库，储存着我们所有有意识的和潜意识的体验。物质身体是心理与情绪健康的载体，揭示了整体身体状况。当理疗师触摸客人的身体，不仅能够判断其外在健康问题，更能深入探析他的“生命故事”。每一个组成身体组织、骨骼和器官的细胞都如一个先天记录器，真实显露了个体身份与自我认知，其生命历程和生活轨迹，涵盖了我們作为人进行精神体验的诸多层面。因此，在护理过程中，理疗师不仅治愈体验者的身体，更能帮助他们发展深度自我意识，消除隐藏压力，恢复身心平衡。

这一体验解释了越来越多人开始寻找整体疗法的缘由，以及在“理疗师关怀”原则下，触摸护理服务持续发展的原因。

疗程护理中的自我意识

许多理疗师都不明白为何会出现以下情况：疗程结束，体验者神采奕奕地走出理疗室，后面却跟着一个疲惫不堪的理疗师。到底发生了什么？理疗师的工作核心是给予，而体验者的角色则是接受。老子在《道德经》中

写道：“有得必有失”。理疗师应该寻找这样一种状态：在服务、给予，为客人释放压力的过程中，自己也能获得能量补充。在护理服务中，理疗师掌握着主动权，掌控护理过程，因此必须学习让能量循环运转，带来有益双方的体验。

问题的关键在于理疗师的自我意识以及他们接受的培训。如果一个理疗师没有接受足够的培训，不知道如何专注，如何创造合适的界限，如何使能量循环运转，那么在为客人释压的同时，他将很难有效地“掌控全场”，有益能量无法再生运转，他将感到非常疲惫，甚至无法胜任接下来的护理服务。其中，美容师是最容易受到影响的群体，他们只接受过最基本的按摩培训，反复的按摩护理将给他们带来巨大的身心压力。美容师所接受的训练里没有强调整体疗法的基本原则这一项，即触摸护理中更微妙、与能量循环有关的方面。

对理疗师的培训，从保持正确站姿让脊椎笔直，防止背部疼痛和受伤等主要练习到有效避免护理过程中能量衰竭等微妙的技巧运用。理疗师通过学习借助微能量和大地能量，而不是依靠肌肉力量和自身力气，有效保持能量的流动，发展出一套独特的能量运转方式，使自己和体验者都能受益。此外，理疗师要注意保持身体内水分充足，以平衡身体电磁场，促进新陈代谢。因此，建议理疗师在进行完每次护理后及时喝水，补充水



分，保持身心健康状态。

无论是对于理疗师还是客人来说，呼吸意识都是提升释压体验的根本。呼吸是任何改变的基础，它连接着身体和精神，直接影响中枢神经系统，自主神经系统，并能刺激神经物质的释放，提升思维和幸福感。正确的呼吸方式能够促进释压，为身心补充营养，降低血液酸度。来自身体、心理和情绪的过度压力和毒素会提高血液酸度，使人易怒。深度呼吸将推动身体内的能量系统运行，使人放松，创造和谐心境，带来真实改变。有意识的呼吸能够为理疗师和客人补充新鲜能量。

水疗中心里，按摩护理占了所有护理的65%，在有些地方甚至高达80%，大多数男士前往水疗中心的目的是释压，所以他们大多会选择按摩护理。由于男士吸收更多能量，自然也要求理疗师更多的能量输入。女性理疗师必须认识到这一点，并在护理中有意识地避免能量耗竭和受伤。正确地呼吸是一个强大的武器，一方面为客人最大程度释压，同时保证自身最小化的能量损耗。

理疗师的专注力、意图和同理心这三个因素与整体疗法的能量原则也息息相关，它们决定了理疗师的态度表现，并对双方的整体体验起着关键作用。按摩护理的参与者是双方，理疗师掌握主动权，奠定体验的整体基调，因此理疗师必须乐于关心客人的需求。如果理疗师带着消极的情绪走进理疗

室，将造成压力与不和谐的氛围。一个微笑，一个友爱的表现都将对双方的体验大有裨益。

关于这个话题还有许多重要的原则和秘诀，我在这里只涉及了冰山一角。

一方面通过鼓励理疗师进行自我关怀，另一方面通过管理者对理疗师的关怀促使理疗师更愿意关怀客人需求，从而为水疗文化注入情感内核，这是促使运营成功的强大驱动力，让水疗中心充满了一种不可言喻的温暖之感。

管理者的角色

管理者的首要任务是联合员工，使其拥有相同的理念与目标，创造切实的团队精神和团队灵魂。通过统一团队理念，扩充员工视野，使其明白他们对于周遭环境的影响力，从而赋予团队以精神内核，这是成功的关键。管理者通过自己的积极参与以及与员工的互动，将提升团队凝聚力。

无论装潢多么精美，产品多么高端，一个疗程或者一家水疗中心的优劣最终取决于理疗师和在这里工作的员工。整体等于部分之和。每一个员工都代表着整个水疗中心的质量和理念。

有管理者参与的员工会议将大家聚在一起，共同商讨，更能体现一种“革命情感”和一份承诺。通过举行月(或季度)会议，邀请全体员工参加，是培养团队精神和鼓励员

工的良好途径。

强烈推荐每次会议开始前进行集体冥想。冥想时的静默使人心神安宁，注意力集中，加深参与度和集体意识。集体冥想是对团队灵魂的认同，并能创造出平和的氛围，让每个人都处于积极愉悦的状态中，彼此联合。这是建立良好关系的基础，并让每个人都能学到一些完美简单的冥想技巧。

将能够体现水疗中心业绩的基本财务信息，以及新员工、疗程、项目的相关信息整理在议程表中，使每位员工都能获悉这些主要讯息。传达客户的声音，提供公开讨论的时间，使每位成员都能代表个人或团队自由表达工作中的想法和感受，从而增加凝聚力。最好能做好会议记录，并在员工中传阅，包括缺席的员工。

会议结束前，简要说明如何提升水疗中心的品质和业绩。这将积极推动改变的发生，并增强团队活力。管理者还可以通过一对一评估的方式更加深入地支持团队员工，为员工提供机会更好地认识和评估自己。双方都积极给予并获得有价值的反馈，并且对外保密。由此一来，每一位员工的技能和职业理想都能得到重视，有利于其潜力发挥，使水疗中心的业绩和员工个人事业同时发展。创造一种双赢的局面，最终人人获益。

让员工接受理疗师同事的护理服务或到其他水疗中心享受服务，是一项非常好的奖励措施。可以通过评估其业绩水平进行奖励，或者简单地实行轮流制，让人人都有机会(为避免竞争)，这对于团队的建造和保证员工忠诚度都起到积极作用。这一举措不仅使理疗师重获能量，还能让他们亲自体验同事的业务水准，并作为一名普通客人享受整个水疗过程，改善同事关系，提升业绩。如有可能，还可以每周在水疗中心举办一次员工夜晚活动，提升士气的同时，让每个人都获得能量补充。

充分考虑理疗师的需求是最基本的管理原则之一，排班表必须严格按照最有效率工作时长制定，最优时长为7-8小时/班，并有相应休息时间。定期查看轮班表，看其是否能够保证员工最优表现，以及团队成员的和谐关系。

管理者最好能在培训阶段为员工创造机会，提升其技能和自信，丰富其服务经验，增强工作成就感，并鼓励员工晋升至更高阶层，持续为水疗中心做出贡献。这将体现你对他们的事业抱负、自身发展的关注。

其他指导原则还包括：工作时的最佳饮食以有效补充能量；防止服务时受伤或重压；深度放松和冥想练习；运动锻炼；疗程体验等等，这些都是有助于理疗师保持、平衡身心能量的有效方式。

任何一个健康美容养生中心的成功都取决于管理者的态度理念，这将真实地反应在员工和客人的身上。



Wellness of the Spa Therapist

During treatments, therapists need to learn how to circulate the release of energy to make it a mutually beneficial experience. By Jacqueline Tara Herron

The well-being of our therapists play a pivotal role in the success and overall quality of energy within a therapeutic environment and the level of customer satisfaction experienced. When we look closely at the workings behind the success of our wellness centers and spas it becomes very clear that there are two distinct avenues through which care of the therapist can be expressed and integrated into the fundamental principles that support its happy functioning.

On one side of the scale, the key rests within the body and mind of the therapist themselves, in their ability to take responsibility for their own state of mind and well-being, which means that they need to have the necessary resources within themselves to maintain balance and equilibrium.

The counter balance rests in the hands of management, those who are responsible for the organization and structure through which the therapist channels his or her work and creativity. Here, there needs to be an empathy with

the nature of `hands on treatments so that an appreciation of the ongoing need for supporting the individual therapist can be shared. This in turn enhances and unites the team spirit by actively caring for the soul of your business; the people who work with you.

As the levels of stress build up in our lifestyles, so does the depth at which people need more balance in how they give and receive energy. This fact not only draws more of us to create lifestyle changes and experience treatments that promote the essential feel-good factors of well being, it also attracts many to explore new professions away from office environments, computer technology, competitive and unhealthy environments. It is in this light that many are choosing to develop new skills and find personal fulfillment in the numerous holistic therapies now acknowledged throughout the world.

Consequently, the level of giving and receiving within a therapeutic, hands-on treatment often goes beyond expectations, both from the

level of the giver and the receiver, simply by virtue of the nature of hands-on therapy that puts the two involved directly in touch with that fundamental need for connection, nurture, release and repose.

The role of the therapist

Within a busy salon or spa, where the client-base may be quite transient, therapists are exposed to a multiple of varying energies and situations each day that often require careful consideration and skill.

Viewing this situation from a holistic perspective the body can be seen as a storehouse of all our conscious and subconscious (life) experiences. Consequently, our physical body becomes the vehicle of our emotional and psychological well being, it reveals `the body of evidence`. When the therapist touches the clients' body she/he is not just feeling the physical matter, but also connecting to the `story` of that person's life. Each cell that makes up the tissues, bones and organs of the body is known

to carry an innate intelligence; a real sense of one's individual identity and self-awareness; containing the memory, history and journey of that individual's life. This touches the many levels of sensitivity we experience as human beings. Hence, during hands-on therapy, the therapist is not only effecting physical changes but also helping their client to develop a deepening self-awareness, to dissolve hidden tensions, restoring and balancing the body, mind and soul.

This experience reveals why so many more people are requesting holistic treatments and why any form of touch therapy is an important area of continuing development to consider from the point of view of 'care of the therapist.'

Self awareness in treatments

Many therapists are unaware of how this phenomenon is happening, yet we see, on the one hand a more satisfied client floating out of the spa and often on the other hand, a drained and de-energized therapist. So what is happening here? The nature of the therapist's work is to give, and the nature of the client's position is to receive. In the words of Lao Tzu from the Taoist classic, the Tao Te Ching, 'Before receiving, there must be giving.' There is a way of working, of giving, whereby the therapist is also re-charged whilst processing the stress of the client. As in this situation, the therapist is initiating, and in fact facilitating this process, they become the leader and need to learn how to circulate the release of this energy to make it a mutually beneficial experience.

The key lies in the therapists' own self-

awareness and fundamentally in their training; in the way our therapists are educated to work. If a therapist is not sufficiently trained in understanding how to center themselves, create appropriate boundaries and circulate energy, they may find it very challenging to channel the tensions of someone else and 'hold the space'. This dynamic can then drain and tire the therapist limiting the resource of valuable energy for regeneration and upcoming treatments. Beauticians whose massage training maybe quite basic can be most vulnerable to the stress-related factors of repeated massage therapy sessions. Their training often does not embrace the principles of a holistic approach that acknowledges the more subtle and energetic aspects of hands-on therapy.

Vital training in maintaining good posture for spinal alignment that prevents back pain and injury, to more subtle techniques of how to avoid 'short circuiting' and running out of energy before you have adequately completed a session. By learning how to use subtle energy and earth energy, rather than relying on muscular strength and physical pressure to sustain an ongoing flow of vitality, the therapist will develop self-empowering techniques that benefit both giver and receiver. Of equal importance is making sure that fluids (internal hydration) are maintained for balancing the electro-magnetic field and encouraging a natural de-toxing process to flow harmoniously. Therefore therapists are advised to drink a glass of water after every treatment to sustain a healthy hydration for body and mind.

Breathing awareness is at the root of

enhancing the experience of release, both from the perspective of the therapist and client. The breath is at the pivot of any transformation. It is the bridge between the body and the mind, directly affecting the central nervous system, autonomous nervous systems and stimulates the release of neuro-chemicals; the feel-good factors that influence our thinking and sense of well-being. Correct circulation of the breath empowers the process of tension release giving the body and mind vital nutrients and alkalizing the blood. Excess tension and toxicity, whether mental, physical or emotional creates acidity and agitation. Breathing deeply generates a positive boost to all energy systems thereby relaxing and creating an acceptant state of mind where changes can be integrated and digested more harmoniously. Breathing consciously also contributes to building fresh energy for both therapist and client.

In a spa setting, massage treatments make up more than 65% of the treatments given, and in some places it is as high as 80% as more men use spas to de-stress, which is their treatment of choice. By nature, men require more input as they absorb more energy, so female therapists need to understand this dynamic and approach their work with awareness to prevent exhaustion and injury. Here, the use of the breath is a powerful tool that both maximizes the release from the client and minimizes the energy expenditure of the therapist.

Equally important is the quality of the therapist's concentration, intention and compassion, which all contribute greatly to enhancing the dynamic principles of holistic therapy.



These three principles make up the ingredients for the attitude one holds, and play a critical role within the whole experience for both therapist and client. Massage takes two (at least) and the therapist is responsible for setting the tone for them both whilst being receptive to the clients needs. If the therapist carries negative or dispassionate feelings into the treatment room this acts like a magnet attracting more tension and hence disharmony. A smile and sensitive manner go a long way.

The principles within this subject have broad and far-reaching influence on everyone concerned, and here I have just touched upon the tip of a huge growth area for many individuals as well as our industry.

From the point of view of the therapist learning to take care of themselves, and of management caring for our therapists as we would wish them to care for their clients, we are imbuing this evolving spa culture with a soulful mind, that is in itself a powerful force for successful regeneration. A warmth and welcome beyond words.

The role of management

The prime objective of management is to Unite the Vision of the staff; creating a tangible team spirit that has a soul all of its own. Giving your spa soul by unifying the focus of your team to view the bigger picture of how they influence their environment is the cornerstone of your success. The management set the tone of how well the team will unite by the active participation they play within the organization and interaction with staff.

A treatment and a spa, no matter how good the set-up and the products is really only as good as the therapist and the people who work in the environment. The whole is equal to the sum of the individual parts. Each member of staff represents the quality of the whole spa environment and the philosophy you uphold.

Staff meetings with management present, sharing valuable time as a group focusing together, brings a sense of camaraderie and commitment. By holding a monthly staff meeting (or quarterly) where every one is expected to attend, creates a forum for working on the team spirit and empowering individuals.

I highly recommend beginning every meeting with a meditation. The silence of meditation calms and centers the mind, and deepens the level of participation and group awareness. Meditating together acknowledges the soul of the group, creating a peaceful atmosphere and balance on a practical level where everyone is united in a receptive state of being. This is the

foundation upon which to build good relations and there are some wonderful simple techniques that everyone can share.

An agenda that includes basic financial awareness on how well the spa has done, plus keeping abreast of new staff, treatments or programs being introduced keeps everyone formally in touch with these primary issues. Voicing comments from clients and providing time for an open forum where any member can contribute ideas or express thoughts and feelings about their work individually or as part of the team all makes for a more cohesive atmosphere. It is helpful for minutes to be taken and circulated to all members including absent staff.

Completing a meeting with a short visualization of how things could improve for the spa



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is a positive way of making necessary changes and empowering the group dynamic. Management further support their team by giving personal assessments in a one to one situation. This creates a perfect opportunity for individuals to assess themselves, and both parties to give and receive valuable and confidential feedback. This puts the spotlight on the skills and ambitions of each member of the team and helps to advance their potential and how you can both advance your business and careers. This creates a mutually beneficial situation where ultimately, everyone wins.

It is wonderful to reward your staff with treatments from fellow therapists or at other spas. Rewards can be measured by performance levels or simply (to avoid competition) by rota and is a positive way to team build and secure loyalty. This not only benefits the energy of the therapist, but also raises awareness of the quality of fellow employees work, keeps everyone in touch with the spa environment, appreciating it on a personal level thereby improving relations and encouraging further sales. In the same way, if possible, offering a staff night in the spa, once a week, where they can all enjoy the benefits themselves raises morale and circulates profitable energy for everyone.

On a basic level, taking into consideration the demands on the therapist, rotas should keep to firm principles of awareness of the number of hours a masseur can work effectively. The optimum shift being 7 to 8 hours, with breaks accordingly. Shifts should be reviewed periodically to see how well these serve to generate the best performance from the staff and a harmonious relationship within the team.

Ideally, management should provide opportunities in advanced training to improve team skills and self-confidence, enriching their work experience which gives more job satisfaction and allows the individual to evolve and continue to contribute at higher levels. This shows that your concern touches their ambition and aspiration to advance their careers and personal development.

Additional guidance on topics such as the best foods to eat whilst working to prolong energy; how to avoid occupational injury and stress, practice deep relaxation and mindfulness meditation, to the benefits of exercise, and receiving treatments themselves are all ways in which the therapist can balance and maintain good energy levels in body, mind and soul.

The ultimate success of any center for health, beauty and well-being rests in the attitude of management, which reflects back to staff and clients alike.