

The MGP Summit Agenda

Track: Skin & Coat

Track Promise

Understand what is happening beneath the haircut so you can make safer, more effective choices at the tub, table, and client conversation.

Session lineup

The complete track contains lessons covering:

- skin and coat function;
- hair and fur anatomy;
- recognition and professional scope;
- referral boundaries;
- external parasites;
- allergies;
- shampoo chemistry;
- product-label interpretation;
- conditioners and treatment systems;
- professional bathing;
- safe creative grooming;
- Pre-color and creative protocols;
- client consultation;
- professional decision making.

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Track: Behavior & Humane Handling

Track Promise

Stop treating behavior as an obstacle to the haircut. Learn to recognize what the pet is communicating, reduce risk, set better expectations, and build grooming sessions around safety and trust.

Session lineup

The complete track builds a behavior-informed grooming system around:

- **behavior as a core part of grooming;**
- **behavior problems as safety problems;**
- **client safety policies;**
- **four intake questions;**
- **the Three C's: calm, comfortable, and cooperative;**
- **body-language observation;**
- **Groom SMART;**
- **humane handling and knowing when to stop;**
- **thoughtful safety-equipment use;**
- **modified grooming and behavior services;**
- **professional referral;**
- **the behavior-informed grooming day.**

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Track: The Elevated Workplace

Track Promise

Learn the professional skills that keep a salon safe, organized, trusted, and steady across every role, not only behind the grooming table.

Session lineup

The complete track contains professional workplace education for the entire salon ecosystem, including groomers, bathers, receptionists, managers, and owners.

It covers:

- **ethics and standards;**
- **emotional control;**
- **OSHA and chemical safety;**
- **sanitation;**
- **communication and conflict prevention;**
- **client communication;**
- **habits and workstation systems;**
- **information flow and bottlenecks;**
- **client experience and public reputation;**
- **healthy culture;**
- **leadership support;**
- **professional identity and career direction.**