

Prosper U Clinic Floor Coaching Checklist

Purpose: This tool is used to assess learning leaders' skills and behaviors. Consistently using this tool aids in development of learning leaders.

Name _____ Date _____ Time _____

Completed by _____

Culture

Culture:

	YES/	NO/	NA
Provide a positive and motivating environment for our students____	☐	☐	☐
Support team members in a positive way____	☐	☐	☐
Self Motivated____	☐	☐	☐
Positive talk____	☐	☐	☐

Client Value Stream

Greeting and Consultation:

	YES/NO/NA
Introduce self to guests	☐ ☐ ☐
-Smile, Eye Contact, Double Handshake	☐ ☐ ☐

Help students LEAD consultations	☐ ☐ ☐
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<i>Use LSCPA and go over guests':</i>	
Positives	☐ ☐ ☐

Challenges	☐ ☐ ☐
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Home Routine	☐ ☐ ☐
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Current Condition	☐ ☐ ☐
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History	☐ ☐ ☐
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Products used	☐ ☐ ☐
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Head shape/Profile	☐ ☐ ☐
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Added Value Service:

Added Value Service

Set the stage for the added value the student will be providing

YES/NO/NA
☐ ☐ ☐

Educate Your Client:

Products & Tools

Help students recommend products and tools that are suitable for guests and coach on What, When, Where, Why, How, and Why You Love It

YES/NO/NA
☐ ☐ ☐

Final Steps

Guarantee

Ensure the student has covered the guarantee

YES/NO/NA
☐ ☐ ☐

Referral

Ensure the student has asked for referrals

☐ ☐ ☐

Prebook

Ensure the student has talked about the next appointment

☐ ☐ ☐

Home Care Products

Inform the guest the student will be showing them the 3 products recommended for home care

☐ ☐ ☐

Fond Farewell

Smile, Eye Contact, Use Name Double Handshake, say "Is there anything else I can do for you today, _____."

☐ ☐ ☐

Coaching Model:

	YES/NO/NA		
Did you follow the Coaching Model?	☐	☐	☐
Tell Me Tell the student the step/technique or have the student explain it to you	☐	☐	☐
Show Me Show the student how to perform the step or technique	☐	☐	☐
Watch Me Watch the student perform the step or technique	☐	☐	☐
Coach Me Give the student feedback	☐	☐	☐
Praise Me Tell the student what they are doing well	☐	☐	☐
Redirect Me Tell the student what to do differently differently	☐	☐	☐
Give a Stopping Point	☐	☐	☐

Comments:

Expectations:

Floor Rotation

Efficiency:

	YES/NO/NA		
Circulates in Zone	☐	☐	☐
Prioritizes <i>Example: Skipping students who aren't ready and moving onto students who are ready. Having a sense of urgency</i>	☐	☐	☐
Check guests and coach students at least 3x during appointment	☐	☐	☐
Fully filled out each Client Value Stream	☐	☐	☐

Financial Success Tracker

Goal Setting:

	YES/NO/NA		
Met with students at the end of the day to check goals and actual numbers	☐	☐	☐
Met with students at the beginning of the week to set goals	☐	☐	☐