



In-Store Training Practice Observation

Use for reference purposes only. For an employee to be certified, final observations must be completed.

Modeling

Done	Actions
	Observes to understand Best Practices processes as they fit into Workflow.
	Comprehends the basics of what happens during each Best Practice process.
	Understands how and when equipment is used.
	Returns tools and cleans in the moment.
	Asks questions when clarity is needed.

Comments



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Teaching

Done	Actions
	Speaks to Best Practice process in a detailed way that is easy to comprehend.
	Explains the reasons behind each task as it is demonstrated.
	Appropriately answers Trainee's inquiries.
	Utilizes various techniques to increase Trainee's understanding.
	Questions the Trainee to ensure no additional clarity is needed.
	Observes Trainee's actions to verify ability.
	Allows time to complete task while preventing Safety & Quality concerns.

Comments



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Coaching

Done	Actions
	Observes process details being performed while minimizing distractions.
	Identifies proper versus improper behavior.
	Praises to motivate all acceptable actions.
	Notifies Safety & Quality concerns/issues and addresses them immediately and respectfully.
	Asks open-ended questions to determine if more instruction is needed.
	Offers solutions that guide and/or correct behavior.
	Re-clarifies with words and actions, as needed, to ensure expectations are understood and performed.
	Develops Trainee's critical thinking skills through guided conversations.

Comments