COACHING SESSION SIMULATION
3-Step Method "Check it" Form

Crew Trainer Performance Evaluation Notes:

After the training session, enter notes and feedback regarding the checkpoints below. The objective of providing feedback is to help the Crew Trainer improve on their ability to train. You will use these checkpoint notes to give the Trainer feedback and complete the Crew Trainer Verification: Final Certification.

1 Did the Crew Trainer prepare/seem prepared for the training session? What indicated they were prepared?

2 Did the Trainer explain the agenda and objectives of the training session? Yes/No _____

Agenda:

Objectives:

3 How did the Trainer present with the right Mindset – were they positive, prepared, and ready?

4 Did they allow for 2-way communication? Yes/No _____

Did they ask the Trainee questions to engage and connect? If not, please explain. (Please note what open-ended questions were asked.)

How did they allow the Trainee to ask questions and answer them successfully?

What were the Crew Trainer's strengths involving 2-way communication?

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What opportunities were there for improvement?

5 Did the Crew Trainer provide the Trainee with feedback during the "Try it" portions of the training? Yes/No _____

What was the feedback about?

Was the feedback appreciative and/or developmental and useful? Yes/No____

What were the opportunities for improvement?

What were the Trainee's strengths?

6 Did the Trainer have appropriate levels of knowledge and expertise of subjects discussed? How was this demonstrated? Yes/No _____

- o Did the trainer properly describe each piece of equipment? Yes/No____
- o Did the Trainer show the features and functions of each piece of equipment? Yes/No____
- o Did the Trainer explain key concepts and why they are important? Yes/No_____
- o Did they deliver "**See it**" at each station? Yes/No____
- o Did they deliver "**Try it**" at each station? Yes/No____
- o Did they deliver "**Check it**" at each station? Yes/No____

What were the opportunities for improvement?

What were the Trainee's strengths?

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7 Did the Trainer frequently make connections between what was being trained to the Customer Journey and Moments of Truth? Yes/No _____

What were the opportunities for improvement?

What were the Trainee's strengths?