

BRING EXAMPLES, NOT MEMORIZED LINES

*The goal is to make
the next try stronger.*



1



REVIEW THE QUESTIONS

Know what the practicum will ask before you begin.

2



CHOOSE REAL EXAMPLES

Bring moments you can explain clearly.

3



PRACTICE ALoud

Hear the words before the practicum.

4



ASK FOR SPECIFIC FEEDBACK

"What is one thing I should keep, and one thing I should adjust?"

5



NAME THE NEXT BEHAVIOR

Write one action that can be observed on the job.



NOT YET

Teach and practice again.



WITH PROMPTING

The behavior appears after a cue.



INDEPENDENTLY

The behavior is clear without a prompt.

INSTEAD OF



"Be more professional."

SAY



"You confirmed the caller's company before the transfer."



NEXT STEP

"I will announce every transfer with the caller's name, company, and purpose. My Manager will observe two calls next Thursday."

*Coaching is not an ambush.
It makes the next attempt clearer.*