

Assistant Training Framework

Coaching with Krista · Jenn · Pay ramp + weekly cadence + the pre-frame conversation · October 2026

Your assistant is 22. She's slower than you want. She hasn't done the blowout practice you asked for. She hasn't logged into the Assistant Blueprint. This is normal. It's also fixable — not with pressure, but with structure. This doc gives you three tools: the pay ramp (so she knows what's at stake), the pre-frame script (so expectations get set without conflict), and the weekly cadence check (so slippage gets caught in the first week, not the first month).

TOOL 1 · THE PAY RAMP

What she's earning and when it changes.

The ramp is the leverage. Tie it to specific skill milestones — not just time passing.

The structure:

PHASE	RATE	TRIGGER TO MOVE UP
Months 1-3	\$15/hr	Shampoo, blow-dry, toner, and finish work solid on every client
Months 4-6	\$17/hr	Can run back-of-house independently; starting foil holding + mixing
Months 6+	\$20/hr (ceiling)	Taking own color clients; ready to start models for extensions

The reframe to use with her: *"The faster you take this load off me, the quicker you get the raise. It's not three months by default — it's three months of me watching you lighten my plate. If you move faster, the raise comes faster. If you move slower, we stay here longer."*

TOOL 2 · THE PRE-FRAME CONVERSATION

The talk you have tomorrow, in person.

Krista's script, word-for-word. Use it when she comes in. Set the whole container at once.

The opener:

Jen: *"Hey, before we get into today — can I share with you my expectations for how this is going to go?"*

Her: *"Sure."*

The frame:

"So — I know you're newer, you're out of school, and we're in two different places with experience. That's totally fine. But my expectation is: when I give you an assignment — watching a video, practicing a blowout, logging into the Blueprint — it's done that week. Not when you get around to it. That week. And I promise you I'll always explain WHY it matters when I assign it."

The invitation back:

"And I also need you to tell me if an expectation feels too high. If I say 'do five blowouts this week' and you say 'I can only do three,' I'm going to get curious about why. Not mad — curious. Maybe you're overwhelmed. Maybe the day was hard. Whatever it is, I need you to tell me so we can figure it out together."

The money hook:

"And the other thing — the faster you learn, the faster the money moves. \$15 for the first three months, \$17 after, maxes at \$20. But that's not three months by default. It's three months of me watching you lighten my plate. If you move faster, the raise comes faster. That's genuinely on you."

TOOL 3 · THE WEEKLY CADENCE CHECK

Fifteen minutes, no phones, same time every week.

You already know Krista's rule: Jen can't tell if she's slow if she never asks. Make the check-in standing. Make it short.

The four questions:

- **What worked this week?** (Her answer first. You listen.)
- **What didn't?** (Specific. Not "I was tired" — "I didn't get the blowout practice done.")
- **What do you want to learn next?** (Pulls out her curiosity, tells you where to point her.)
- **What's one thing you need from me?** (Last. Signals you're not just managing her — you're building WITH her.)

THE FRICTION SCRIPT · WHEN SHE'S SLOW

When homework isn't getting done. When expectations slip.

You don't push harder. You get curious. Krista's exact move.

The sentence that opens every friction conversation:

"Can I share with you kind of what I'm experiencing?"

That's the whole move. It's not a confrontation — it's an invitation. She says yes. You continue:

The follow-through:

"I really wanted things to move a little faster this week. I'm happy to wait for you, but I also have a specific cadence I'm trying to train you at. In order to give you that first raise, I need to see you taking the load off my plate. And right now I'm not seeing that happen as quickly as I thought it would. What's getting in the way?"

Then: shut up and listen. Whatever she says is the information you need. If it's a real reason (overwhelm, family stuff, nervous system), make space. If it's an excuse ("I just forgot"), that's data too — and the pay ramp holds her accountable.

RED FLAGS · WHEN TO LET GO

The three signals Krista's hard-earned.

- **Repeated missed homework after you've had the friction conversation.** One miss is a conversation. Two is a pattern. Three means she's not the right fit, and keeping her is you people-pleasing.
- **The energy you feel in your chest when she's in the room.** If every day you're bracing for what she won't do, that's your gut. Don't override it with "she's young."
- **You find yourself doing HER tasks to avoid asking her again.** That's not helpful — that's you training her that she doesn't actually have to do them. Krista's rule: catch yourself the second you do this.

If three strikes land in the first 90 days — fire. Don't put on probation. Krista's hard-won rule: probation never produces a star employee. The pay-under-the-table week was supposed to catch this. If it didn't, acknowledge it and move fast.

WHAT'S AT STAKE · THE REFRAME FOR YOUR OWN HEAD

Why holding the standard is love, not control.

You said on the call: *"If I have to hold her hand a little bit, I'm not. It's fine. I know she's a child."* That's generous — but it's also where you'll leak energy if you're not careful.

Krista's reframe: holding her to the standard isn't being hard on her. It's the only way she'll grow into the stylist she wants to be. If you lower expectations because she's young, you're training her that the standard is lower here than it is in a real salon. You're also training yourself that pleasing her matters more than respecting your own time.

Say yes to teaching. Say yes to patience. Say no to doing it for her — ever.

The whole framework in one line: *set the pre-frame tomorrow, hold the pay ramp as leverage, do the weekly 15-minute check, use "can I share what I'm experiencing" when things slip, and trust your gut if three strikes land. This isn't managing — it's building. Both of you.*