

## AESTHETIC DERMATOLOGY LMS STAFF TRAINING PROGRAM

REFRESH. RESTORE. REJUVENATE.

Full Training Curriculum (Part 1 of 5)



### INTRO: WELCOME & ORIENTATION MODULE

OBJECTIVE: Get staff comfortable with the LMS, reinforce brand identity, and set tone.

SCRIPT: WELCOME VIDEO (1-2 min)

(To be recorded by Medical Director or Owner)

"Welcome to the Aesthetic Dermatology Staff Training Program!

Here, we believe that confidence starts with beautiful, healthy skin-and it all begins with YOU, our amazing team.

This program is designed to help you understand the services we offer, feel confident when discussing them with patients, and deliver exceptional results.

Through interactive lessons, real-world examples, and fun activities, you'll learn how to speak confidently about our treatments and procedures.

Let's begin your journey to becoming a true skin expert and patient advocate. Let's Refresh, Restore, and Rejuvenate!"



### SLIDE: WHAT TO EXPECT

- 7 learning modules
- Quizzes and activities in each module
- Downloadable patient conversation guides
- Certificate of completion at the end
- Takes approx. 60-90 minutes in total (can be done in parts)



### PRE-ASSESSMENT QUIZ (5 QUESTIONS)

"Let's see what you already know!"

1. What does IPL treat?

- A) Wrinkles
- B) Brown spots and redness
- C) Facial hair
- D) Deep scars

Correct: B

2. Which injectable product temporarily relaxes muscles?

- A) Juvéderm
- B) Botox
- C) EltaMD
- D) DiamondGlow

Correct: B

3. What does dermaplaning remove?

- A) Acne scars
- B) Wrinkles
- C) Dead skin and peach fuzz

- D) Tattoos

Correct: C

4. Which treatment combines microneedling with radiofrequency?

- A) SkinPen
- B) Vivace
- C) Perfect Derma Peel
- D) IPL

Correct: B

5. True or False: All patients are a good fit for every treatment.

Correct: False



SLIDE: THE 3 R's - Brand Foundation

REFRESH - Brighten, exfoliate, and clear dull skin

RESTORE - Target signs of aging, loss of volume, and texture

REJUVENATE - Stimulate collagen, smooth lines, and refine skin

MATCHING ACTIVITY:

Drag each service into one (or more) of the 3 R's:

- IPL
- Microneedling
- Botox
- Dermaplaning
- Chemical Peel
- Juvederm
- Laser Hair Removal

This will help staff see where each treatment fits into the philosophy.



MODULE 1: LASERS & LIGHT

Treatments: IPL, Nd:YAG, Laser Hair Removal

Estimated Time: 10 minutes



LESSON: INTENSE PULSED LIGHT (IPL)

Script:

"IPL uses intense pulses of broad-spectrum light to reduce pigmentation, redness, and sun damage. It's not a laser-it's a light-bas

Patient Language Tip:

"Think of IPL as a reset button for your skin-it helps clear away sun damage and redness so your natural glow shines through."

Facts:

- Treats: Sun spots, redness, broken capillaries
- Best for: Fair to medium skin tones
- Downtime: Minimal

- Series of sessions needed



#### LESSON: Nd:YAG LASER

Script:

"This laser precisely targets and removes visible blood vessels and cherry angiomas. Unlike IPL, it works on deeper structures and

Facts:

- Treats: Spider veins, cherry angiomas
- Works well on: Face, legs, and chest
- Minimal downtime
- Often 1-2 sessions



#### LESSON: LASER HAIR REMOVAL

Script:

"Laser hair removal uses concentrated light to destroy hair follicles. Best for patients with light skin and dark hair. Not effective on

Facts:

- Areas treated: Face, underarms, bikini, legs, etc.
- Requires a series of 6-8 sessions
- Avoid sun exposure before and after treatment



#### QUIZ: MATCH THE TERM

Match each term to its description:

1. IPL
2. Nd:YAG
3. Laser Hair Removal

- A) Best for spider veins
- B) Clears pigmentation and redness
- C) Destroys hair follicles

Answers:

1-B, 2-A, 3-C



#### ACTIVITY: HANDLE A PATIENT QUESTION

Scenario: "I'm interested in laser, but I don't know which one I need."

Choose the best response:

- A) "They're all the same-it doesn't matter."
- B) "I'm not sure, but let's book a consultation."
- C) "Great question! We have different laser options for different concerns. For example, IPL is great for sun damage, and our Nd:YAG is great for spider veins."

Correct: C



#### DOWNLOADABLE TOOL:

"Laser Quick Guide for Front Desk"

- 1-page printable cheat sheet with laser names, treatment areas, what it treats, downtime, and how many sessions needed.



Next, I'll build out:

- Module 2: Glow-Getters (Facials, Peels, Exfoliation)
- Module 3: Skin Renewal (Microneedling, Nitrogen)
- Module 4: Injectables 101
- Module 5: Skincare & Maintenance
- Module 6: Confidence in Consults
- Final Quiz + Certificate