

Confidence Scripts

CONFIDENCE CORNER

A quick reference to keep you steady in the treatment room.

01 The APP Framework — When You Don't Know the Answer

Use this three-step script the moment your brain goes blank. Adjust the wording so it sounds like you.

A — Acknowledge: *"That's a great question. I want to make sure I give you an accurate answer."*

P — Pivot: *"Let's focus on what I'm seeing in your skin today while I check that information."*

P — Promise: *"I'll research that and get back to you by tomorrow afternoon."*

Skip: *"I'm not sure," "We didn't cover that in school," "I'm still new at this." Be honest without sounding unprepared.*

02 The One-Thing Rule — For Homecare Recommendations

Recommend one change, not a full routine overhaul. One good recommendation shows clinical judgment and gives you something real to evaluate at the next visit.

Try this: *"We're not going to change everything today. I want to focus on your barrier first — for the next seven days, pause the active serums and use this moisturizer morning and night. We'll see how your skin responds."*

Follow up next visit with: *"How did your skin feel this week? Any less tightness? Any irritation?"* That's how clinical confidence builds — one thoughtful change at a time.

Confidence isn't knowing everything. It's knowing what to do when you don't.

Professional insight, translated for real life.



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