**Responding to Weekly Check-Ins**

Challengers will submit their response through the link provided in the email.

You can find challenger check-in responses by clicking the ***link*** below that corresponds with the week of the challenge you are in.

**IMPORTANT – You will NOT be notified via email when a check-in response is submitted. Check the link corresponding with the week of the challenge you are in, 2-3 times daily, to view challenger responses.**

**Step 1:** Click the appropriate link.

* Week 1: <https://airtable.com/shram1YkAI0u8x4mF>
* Week 2: <https://airtable.com/shrCQrR0pHq6hU5df>
* Week 3: <https://airtable.com/shrLWvNPoQK93TvBu>
* Week 4(halfway survey): <https://airtable.com/shrI6HqPAd0KVxeJX>
* Week 5: <https://airtable.com/shr6AwkE49VftzU3i>
* Week 6: <https://airtable.com/shrejZbKal8dUthUi>
* Week 7: <https://airtable.com/shrjk0IRJIIC4dqyv>
* Week 8(completion survey): <https://airtable.com/shr6KQYKBCDfoolNv>

**Step 2:** Filter by your name

* Click where it says “Coaches Name”. Choose add filter. Select your name.

**Important – Do NOT click on any button but “Select an option.” If you do, simply refresh your browser and refer back to step 2.**

**Step 3:** Respond to the challenger.

* You are expected to respond to each challenger via app message within 24-48 hours **(no later than midnight on Saturday).** Response template provided below.
* If for some reason you cannot meet this deadline, you will need to have someone cover for you, or you will need to communicate with your challengers in advance when they can expect a response. If you know you will be gone on the weekend, get your check-ins completed on Friday or ask challengers to submit their check-ins early. ***This is the exception, not the rule.***

**Helpful tips – Responding to Weekly Check-ins**

* To expand a challenger’s entire check-in response in Airtable, select the challenger whose data you wish to view. Next to the date, you’ll see a blue arrow

( ). Click the arrow to expand data.

* To expand all cells in the Airtable, click ( ) and select the size you’d like the cell height to be.

**Template for Responding to Check-ins**

When responding to check-ins, make sure to personalize each message. Don’t just copy and paste generic responses. Work hard to build a relationship with your challengers so you can get them the best results possible. Follow the format below.

Challenger Name,

* Highlight something they did really well this week (always find a positive).
* Answer any questions or concerns with a thorough and honest response.
* Leave them with a message of motivation or inspiration.

Sign off

**Following Up with Challengers Who Don’t Submit a Check-in**

If challengers don’t submit their check-in, follow-up with them **no later than midnight on Saturday**. BCC challengers who didn’t turn in a progress report, on one email with a reminder message to complete their check-in.

If they don’t submit their check-in by **midnight on Sunday**, follow up with them in person at boot camp. It is NOT ok if they don’t check-in.

Work to change their mindset; be their coach, and their biggest cheerleader. Hold them accountable (don’t be a pushover), challenge them, and bring out their true potential.

**Helpful Tips – Responding to Weekly Check-ins**

* Block out time weekly, on Thursday and Friday to respond to check-ins and to follow up with challengers who have not yet submitted their check-in. If you don’t, you will feel overwhelmed and find yourself working throughout the weekend.
* Use Saturday and Sunday to briefly look for any late check-in submissions and respond to any questions.