



ProSkin<sup>®</sup>  
dermalogica

30

60

training manual

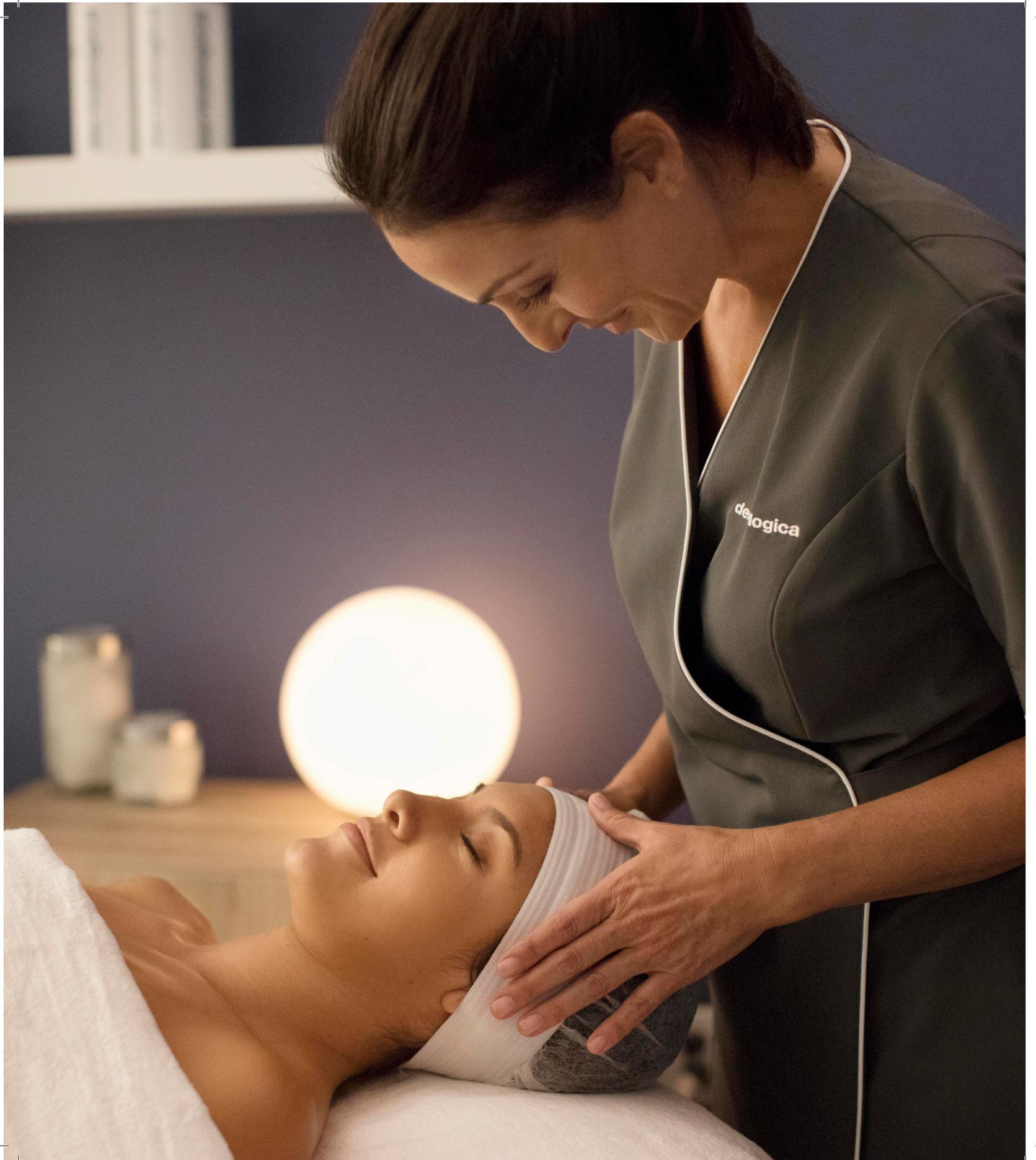
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# welcome

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In today's hyper-personalised world, clients expect more than a cookie-cutter, one-size-fits-all facial. They want you – the professional – to craft a treatment just for them.

Traditionally, spas, salons and skin treatment centres provide clients with a menu of preconceived treatments and ask them to select what they think is best. But this experience can leave some clients feeling unsure ("*Did I select the right treatment?*") and unfulfilled ("*That wasn't what I expected it to be!*").

Whether you have busy, shop-and-go clients or clients who are looking for a longer experience, Dermalogica's ProSkin treatments allow you to design a fully personalised experience – a customised treatment built around your clients' unique lifestyles, schedules and skin concerns.

Available in 30-minute or 60-minute forms (or longer), these time-tailored treatments are truly revolutionary because they are customised by you at every step, based upon your client's consultation and Face Mapping® skin analysis. Using a unique modular approach driven by your knowledge and expertise, ProSkin treatments place the power to change how clients value and care for their skin in your hands.

# ProSkin 30 at a glance

our customised treatment,  
on your time



## what it is

The ProSkin 30 is a personalised, 30-minute treatment that addresses your client's top skin concern in a convenient amount of time.



## why your clients need it

This service is a must for clients who want to give their skin special attention but don't have a lot of time to spare, or who are looking to address a specific concern between ProSkin 60 treatments. The ProSkin 30 allows you to quickly design an effective solution, and creates an ideal setting for you to prescribe a Dermalogica at-home care regimen that will maintain results.



## how it works

Each treatment starts with the Dermalogica Double Cleanse and Face Mapping, followed by your choice of one key module and modality for your client's top skin concern. You'll finish by layering a series of products for a healthy-looking glow on the go.

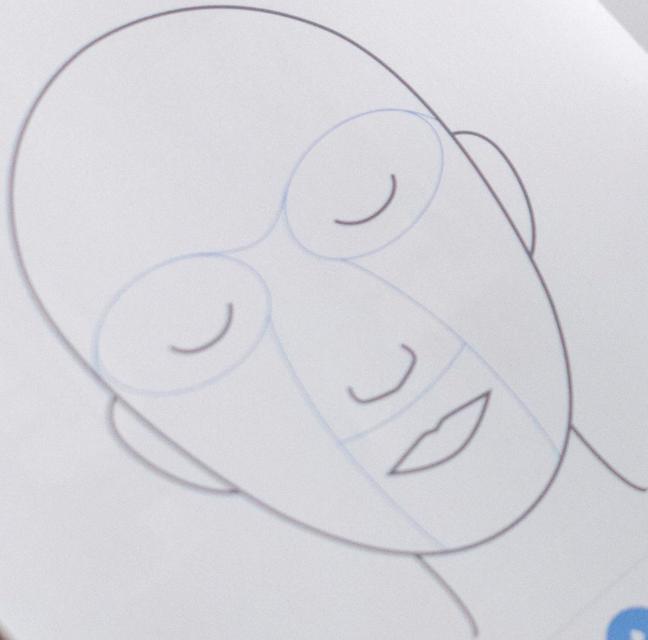
key  
benefits

Great for exposed retail spaces

Convenient and affordable for busy, on-the-go clients

Ideal as a key problem-solving treatment between longer treatments

in goals



## my regimen

product \_\_\_\_\_

how to use \_\_\_\_\_

am  pm

Day \_\_\_\_\_

product \_\_\_\_\_

how to use \_\_\_\_\_

am  pm

Day \_\_\_\_\_

product \_\_\_\_\_

how to use \_\_\_\_\_

am  pm

product \_\_\_\_\_

how to use \_\_\_\_\_

am  pm

product \_\_\_\_\_

how to use \_\_\_\_\_

am  pm

notes:

I certify that the information I have provided on this form is true and correct, and that I have not withheld any information that I believe is material or relevant to my treatment.

*Erika*

Dermatologica takes privacy seriously. We value the trust you place in us and will never share your information with third parties without your consent.

1. We value the trust you place in us and will never share your information with third parties without your consent.

2. You are responsible for providing accurate information.

Have you been under a physician's care on medication or treatment for any of the following conditions including allergies?  
 Yes  No

Are you pregnant or breastfeeding?  
 Yes  No

Are you currently receiving any of the following treatments?  
 Yes  No

# ProSkin 60 at a glance

the ultimate treatment,  
different every time



## what it is

The ProSkin 60 is a personalised, 60-minute Dermalogica treatment that takes your client on the ultimate journey to their healthiest-looking skin.



## why your clients need it

This service is ideal for clients who are not in a rush and want a comprehensive, customised experience that addresses all their skin concerns. The ProSkin 60 also allows you to create a full sensorial experience for enhanced rest and relaxation.



## how it works

Each treatment starts with the Dermalogica Double Cleanse and Face Mapping, followed by your choice of four key modules and modalities according to your client's skin needs and goals. You'll finish by layering a series of products for a healthy-looking Dermalogica glow.

key  
benefits

Great for private treatment rooms

Provides an intimate, high-end, spa-like experience

Allows more time than the ProSkin 30, to treat more skin concerns



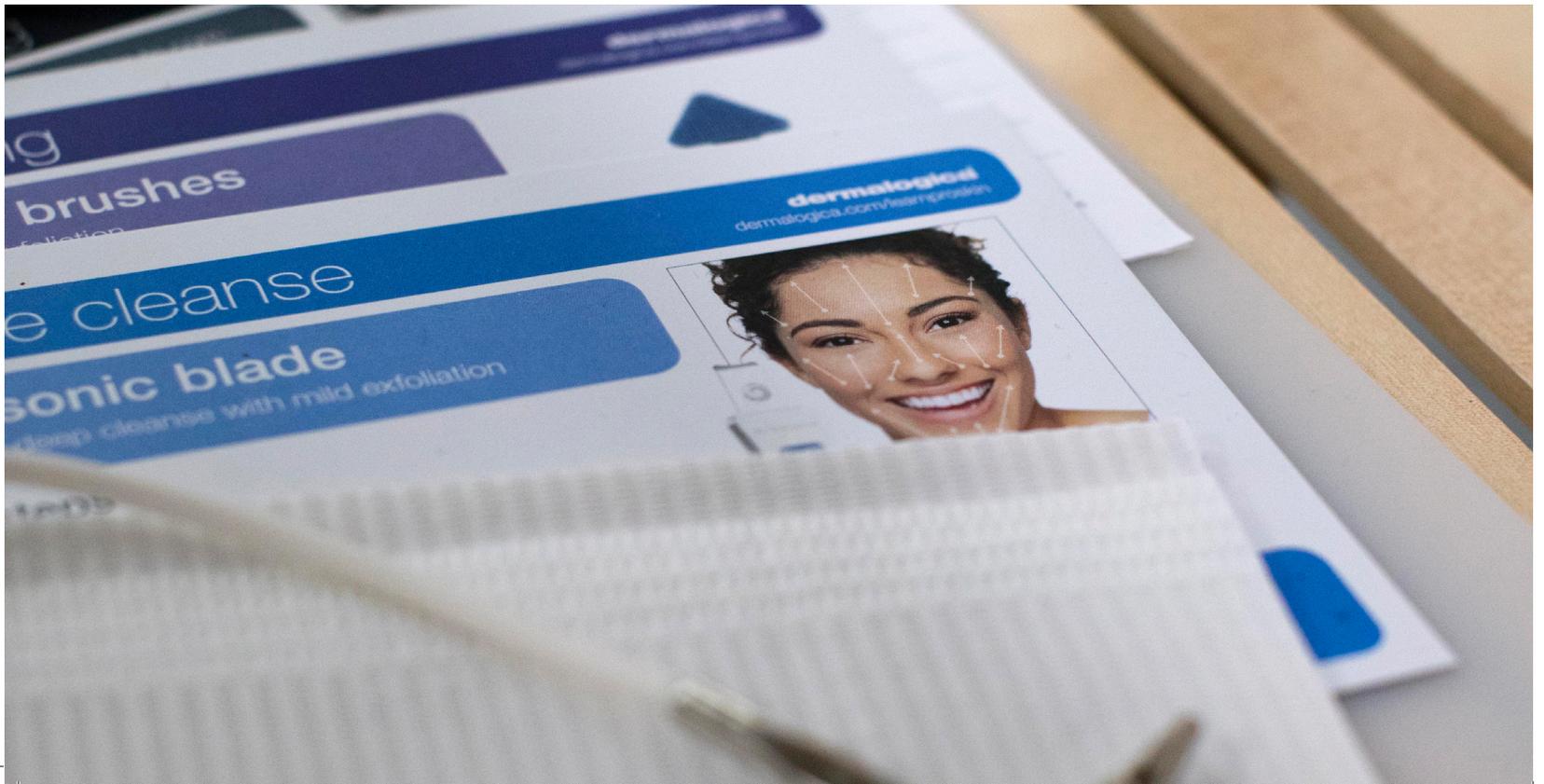
# the ProSkin modules

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As a professional skin therapist, it is up to you to design and build the perfect ProSkin treatment for your client. To help you, we've developed modules that serve as your "building blocks" for each treatment.

Think of each module as a 10-minute phase (or step) of the treatment. You can mix and match modules according to your client's needs, and further customise them with a variety of modalities and products.



# ProSkin 30 treatment

For the ProSkin 30 treatment you'll need  
three modules  
(3 x 10 = 30 minutes)

1 module = 10 minutes



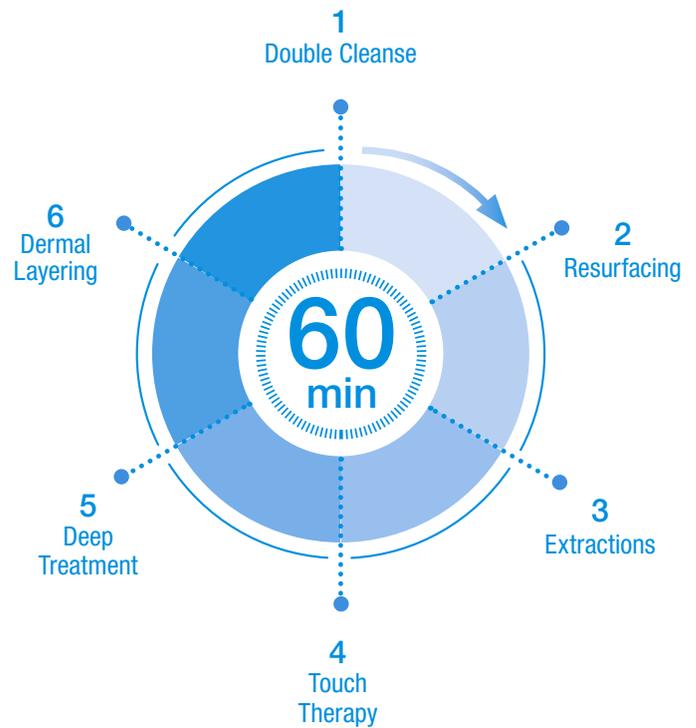
Sample Modules  
for ProSkin 30



# ProSkin 60 treatment

For the ProSkin 60 treatment you'll need  
six modules  
(6 x 10 = 60 minutes)

1 module = 10 minutes



Sample Modules  
for ProSkin 60





## Double Cleanse Modules

Every treatment must start with this module, which involves double cleansing the skin with PreCleanse, completing your client's Face Mapping, then cleansing with the Dermalogica Cleanser you choose based on the Face Mapping results. Once you complete this module, you can move on to the other module(s) you've selected for your client's bespoke treatment.

**double cleanse**

**benefits:** The Double Cleanse will thoroughly clean the skin, removing all makeup and sunscreen, leaving the skin perfectly prepped for the rest of the treatment.

**key steps:**

1. PreCleanse
2. Complete Face Mapping
3. Choose Dermalogica Cleanser
4. Apply Dermalogica Cleanser
5. Rinse with warm water

**product boost:**

PreCleanse, Dermalogica Cleanser, Dermalogica Moisturizer

**double cleanse**

**brushes**

**benefits:** Softly exfoliates and cleanses the skin.

**key steps:**

1. PreCleanse
2. Complete Face Mapping
3. Choose Dermalogica Cleanser
4. Apply Dermalogica Cleanser
5. Rinse with warm water

**product boost:**

PreCleanse, Dermalogica Cleanser, Dermalogica Moisturizer

**double cleanse**

**ultrasonic blade**

**benefits:** Gently exfoliates and cleanses the skin.

**key steps:**

1. PreCleanse
2. Complete Face Mapping
3. Choose Dermalogica Cleanser
4. Apply Dermalogica Cleanser
5. Rinse with warm water

**product boost:**

PreCleanse, Dermalogica Cleanser, Dermalogica Moisturizer

**double cleanse**

**wet microdermabrasion**

**benefits:** Exfoliates and cleanses the skin.

**key steps:**

1. PreCleanse
2. Complete Face Mapping
3. Choose Dermalogica Cleanser
4. Apply Dermalogica Cleanser
5. Rinse with warm water

**product boost:**

PreCleanse, Dermalogica Cleanser, Dermalogica Moisturizer



## Resurfacing Modules

This is a great module to select if your client is concerned about uneven skin tone, rough texture or dull/lackluster skin.

**resurfacing**

**brushes**

**benefits:** Softly exfoliates and cleanses the skin.

**key steps:**

1. PreCleanse
2. Complete Face Mapping
3. Choose Dermalogica Cleanser
4. Apply Dermalogica Cleanser
5. Rinse with warm water

**product boost:**

PreCleanse, Dermalogica Cleanser, Dermalogica Moisturizer

**resurfacing**

**ultrasonic blade**

**benefits:** Gently exfoliates and cleanses the skin.

**key steps:**

1. PreCleanse
2. Complete Face Mapping
3. Choose Dermalogica Cleanser
4. Apply Dermalogica Cleanser
5. Rinse with warm water

**product boost:**

PreCleanse, Dermalogica Cleanser, Dermalogica Moisturizer

**resurfacing**

**wet microdermabrasion**

**benefits:** Exfoliates and cleanses the skin.

**key steps:**

1. PreCleanse
2. Complete Face Mapping
3. Choose Dermalogica Cleanser
4. Apply Dermalogica Cleanser
5. Rinse with warm water

**product boost:**

PreCleanse, Dermalogica Cleanser, Dermalogica Moisturizer

**resurfacing**

**ultrasonic blade**

**benefits:** Gently exfoliates and cleanses the skin.

**key steps:**

1. PreCleanse
2. Complete Face Mapping
3. Choose Dermalogica Cleanser
4. Apply Dermalogica Cleanser
5. Rinse with warm water

**product boost:**

PreCleanse, Dermalogica Cleanser, Dermalogica Moisturizer



## Extractions Modules

If you see congestion and comedones (blackheads or whiteheads) on your client's skin, you may want to do extractions and add this module. (Your client may have even requested them!) You can perform these manually or with the modalities below to hygienically and safely clear pores and help prevent future breakouts.

**extractions - prep, extract, post**

**ultrasonic blade**

**benefits:** Gently exfoliates and cleanses the skin.

**prep key steps:**

1. PreCleanse
2. Complete Face Mapping
3. Choose Dermalogica Cleanser
4. Apply Dermalogica Cleanser
5. Rinse with warm water

**extract:**

Apply PreCleanse Solution to the skin. Use PreCleanse Solution to the skin.

**extractions - prep, extract, post**

**ultrasonic blade**

**benefits:** Gently exfoliates and cleanses the skin.

**prep key steps:**

1. PreCleanse
2. Complete Face Mapping
3. Choose Dermalogica Cleanser
4. Apply Dermalogica Cleanser
5. Rinse with warm water

**extract:**

Apply PreCleanse Solution to the skin. Use PreCleanse Solution to the skin.

**extractions - prep, extract, post**

**ultrasonic blade**

**benefits:** Gently exfoliates and cleanses the skin.

**prep key steps:**

1. PreCleanse
2. Complete Face Mapping
3. Choose Dermalogica Cleanser
4. Apply Dermalogica Cleanser
5. Rinse with warm water

**extract:**

Apply PreCleanse Solution to the skin. Use PreCleanse Solution to the skin.

**extractions - prep, extract, post**

**ultrasonic blade**

**benefits:** Gently exfoliates and cleanses the skin.

**prep key steps:**

1. PreCleanse
2. Complete Face Mapping
3. Choose Dermalogica Cleanser
4. Apply Dermalogica Cleanser
5. Rinse with warm water

**extract:**

Apply PreCleanse Solution to the skin. Use PreCleanse Solution to the skin.

**extractions - prep**

**ultrasonic blade**

**benefits:** Gently exfoliates and cleanses the skin.

**prep key steps:**

1. PreCleanse
2. Complete Face Mapping
3. Choose Dermalogica Cleanser
4. Apply Dermalogica Cleanser
5. Rinse with warm water





ive Toner  
Moist  
ster SPF 50  
ner  
eam  
SPF 50



**double cleanse**  
**ultrasonic blade**  
benefits: deep cleanse with mild exfoliation

**key steps**

1. Apply Ultrasonic Blade to dry skin.
2. Use gentle, circular motions to cleanse.
3. Rinse thoroughly with warm water.
4. Pat dry and follow with your regular skincare routine.

**product boost!**  
Use with Ultrasonic Blade for best results.  
• 1 pump Exfoliant Accelerator 35  
• 1 size Moisture Power Exfoliant

A photograph of a woman's face, smiling. She has a white, handheld device with a blue screen and buttons on her forehead. The device is connected to her face by thin white lines, suggesting a facial treatment or analysis. The background is a plain, light color.



## Product Boost Options

To “boost” a module, use the “product boost” suggestion on your module card. For example, you can add resurfacing power to your Double Cleanse Module by mixing an exfoliant with the Dermalogica Cleanser. This allows you to boost the module without adding extra time.

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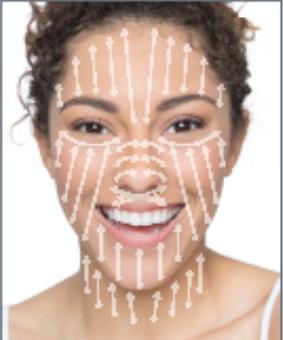
# double cleanse

## wet microdermabrasion

benefit: deeper cleanse with added mechanical exfoliation

**key steps**

1. First cleanse: PreCleanser
2. Perform Face Mapping\*
3. Second cleanse: prescribed cleanser
4. Select diamond tip
5. Adjust vacuum level
6. Perform cleanse routine following diagram



skin texture				
uneven/ coarse	coarse/ even	even/ normal	normal/ sensitive	sensitive/ thin
diamond tip				
very coarse	coarse	moderate/ medium	fine	very fine
vacuum level				
high	medium		low	

**product boost!**

Mix one of these options to boost second cleanser:

- ½ tsp Daily Microfoliant\*
- 1 pump Exfoliant Accelerator 35



For example, what if your client only has 30 minutes to spare, but you think they need resurfacing and deep treatment? Instead of using four modules (40 minutes), it's best to stick with three modules and “boost” one module to deliver more benefits.

## Sample Protocols

The following sample protocols were designed by professional skin therapists at Dermalogica to show you in-depth what a ProSkin 30 and a ProSkin 60 treatment might look like. You will be building a different treatment for each of your clients based upon their skin concerns, so your treatments will not look exactly the same for every client.



### Sample ProSkin 30 Protocol for a client in need of extractions

**30** minutes

1



**Double Cleanse Module**  
10 minutes

2



**+ Extractions Module**  
10 minutes

3



**+ Dermal Layering Module**  
10 minutes



**Sample**  
**ProSkin 60 Protocol**  
for a client in need of an ageing treatment



minutes

1



**Double Cleanse Module**  
10 minutes

2



**+ Resurfacing Module**  
10 minutes

3



**+ Extractions Module**  
10 minutes

4



**+ Touch Therapy Module Card**  
10 minutes

5



**+ Deep Treatment Module Card**  
10 minutes

6



**+ Dermal Layering Module**  
10 minutes

# setting yourself up for success

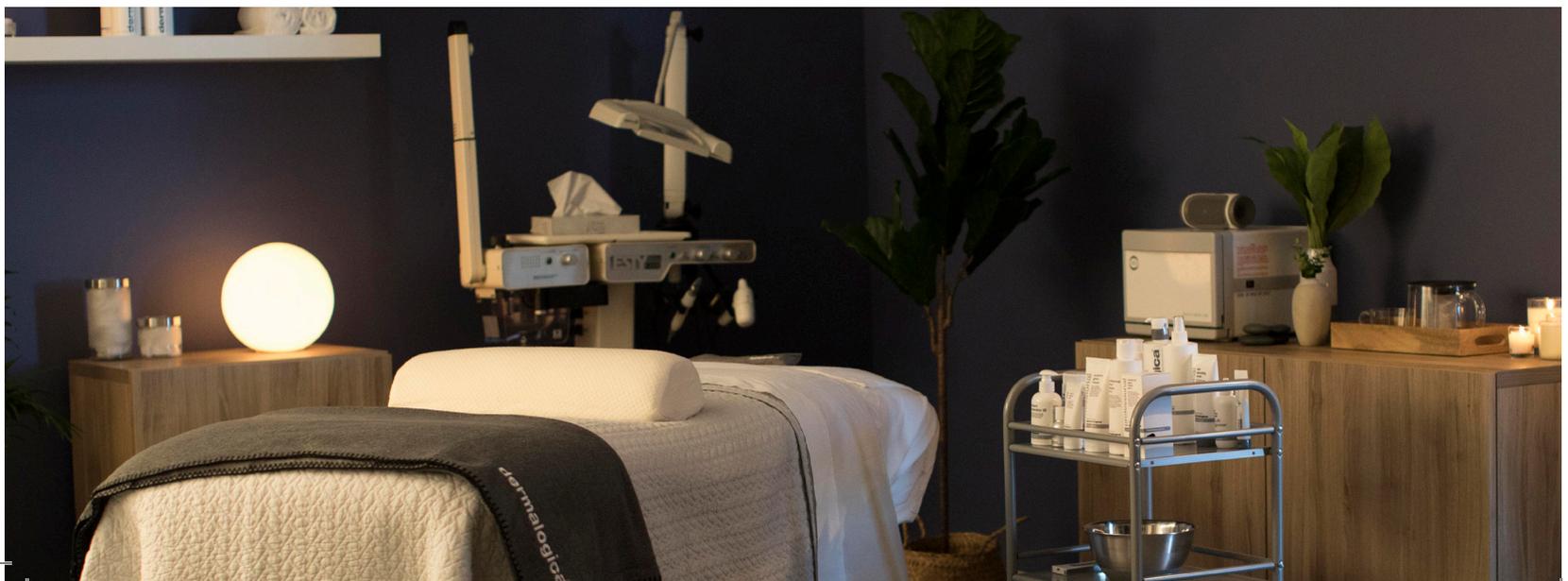
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To help ensure your client is receiving the utmost bespoke treatment experience, always make sure your client receives a thorough Face Mapping and fills out their Dermalogica consultation card. If you are unclear about anything that may affect their treatment, ask them to clarify. Make sure you have all the information you need before they sit down in your chair or get situated in a private treatment room.

## **Creating the Perfect Environment**

Before you begin a treatment, there are a number of things you can do to ensure your client is as comfortable and receptive as possible. This is especially important for the ProSkin 60 treatment, which includes the personalisation of a private room and sensorial aspects for each client.

Utilising your consultation and Face Mapping insights, be sure to tailor your client's experience for each of their five senses. Heightening your client's senses will make the treatment a more memorable experience – like no other treatment they've had before!



## touch

Your hands are the main vehicle for touch. It's important to keep them warm and flexible to deliver the best treatment experiences. Consider what else will touch your clients skin and affect their comfort.



Check with your clients about the room's temperature to ensure it is not too hot or cold. If necessary, adjust your thermostat or any linens to accommodate.



During a Touch Therapy check massage pressure for client comfort. Add in a shoulder stretch for your client to help them ease into the treatment.



Cleanse the hands with a warm towel. Additional warm steam towels help enhance skin treatments and remove product.



A memory foam pillow and bolster, along with a temperature-controlled bed, can also provide a sense of relaxation and security. Make sure your linens feel soft, clean and luxurious against the skin, not scratchy or stiff.

## smell

Favourable aromas can initiate happiness and link clients to pleasant memories.



Begin with a calming breathing exercise with Additives or Botanical Mixer. Keep air circulating and avoid stuffy rooms.

## sight

Sight can really influence the perception of your service. Take care with what your client sees. If choosing lighting options for your treatment space, be sure to use warm light as it naturally relaxes and comforts people, encouraging them to wind down.

Use appropriate eye protection when introducing bright lights or light-based services. Maintain a high level of room tidiness pre-and post-service



## taste

Studies have shown that warm beverages can influence people's behaviour. Offering drink infusions that complement products, aromas and overall feel of the treatment will enhance the total sensory experience.



Serving your client a warm beverage may help increase their trust, warmth and generosity toward you. You can offer a glass of water as well and remind them to stay hydrated.

## sound

Listening to favourable music can help stimulate the release of dopamine, which allows for deeper pleasure and relaxation. When people listen to music, multiple areas of the brain are activated including those associated with movement, attention and memory. Be mindful, unwelcome noise can jar the senses and could negatively impact the experience.



Balance communication. Only initiate conversation during modules to prepare the client for temperature or sensation changes. Make active attempts to reduce unnecessary noise that affects the experience.



Customising your client's music can also help further strengthen their emotional connection to the treatment. Respect client preference on music and music volume. If possible have your clients choose what music they would like to listen to.

As a skin therapist, you know the importance of making your clients feel special. Customising their experience to appeal to all five senses shows how much you care about them and listen to them. It also helps you build long-lasting relationships with your clients.

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<sup>1</sup> Evans, Lisa. "How a Warm Drink and a Hard Chair Can Improve Negotiating." *Entrepreneur*. Entrepreneur Media, Inc., 21 May, 2014. Web. 4 Aug. 2017.

## Treatment Contraindications

Before starting any skin treatment, it is imperative to identify any contraindications your client may have and/or precautions you should take. Overlooking this step could result in an adverse reaction and/or skin sensitisation during and after your client's treatment. Be sure to look for contraindications while speaking with your client before their treatment, and upon review of their completed consultation card. If your client shows contraindications to particular modules, modalities or products you'd like to use, refrain from using them and adjust their treatment plan accordingly.

**product recommendations**

<b>oily skin:</b> Dermal Clay Cleanser
<b>normal/combination skin:</b> Special Cleansing Gel
<b>dry skin:</b> Essential Cleansing Solution
<b>sensitive skin:</b> UltraCalming™ Cleanser
<b>acne/breakouts:</b> Clearing Skin Wash
<b>aging/pigmentation:</b> Skin Resurfacing Cleanser

**contraindications:**  
Medically prescribed exfoliants, impaired barrier, inflamed active acne, recently resurfaced or waxed skin.

**step-by-step instructions:**

1. Cleanse the eyes and lips with PreCleanse on damp cotton.
2. Perform first cleanse with PreCleanse, then add water to emulsify and remove.
3. Perform Face Mapping\*.
4. Perform second cleanse with prescribed cleanser according to the client's skin type/condition.
5. Steam may be used at this time.
6. Select exfoliation mode. Use the blade at a 45 degree angle.
7. Hold skin taut. Begin on neck using light upward strokes. Cover all areas of the face and neck. Periodically wipe debris off blade with cotton pad.
8. Remove any remaining cleanser with sponges and warm water.

**tips:**

- Ultrasonic blade may be used with PreCleanse, once emulsified.
- Choose a lower setting for sensitive skin or a higher setting for resistant skin.
- Skin should be damp and blade should glide easily. If more moisture is required, add water to face with wet hands.

*Contraindications have been listed on relevant module cards to help remind you.*

### **I** Contraindications that prevent a skin treatment

Infectious skin diseases

Open lesions

Wounds

## Setting Up Your Trolley

To ensure timeliness, we recommend preparing your trolley and/or treatment room with the following supplies before every treatment:

- Bowls
- Hook-neck Bottle (for water)
- Small Cups (for mixing and Masques)
- Fan Masque Brushes
- Masque Spatula
- Sponges
- Headband
- Bonnet
- Cotton Pads
- Gloves
- Gauze (2"x2")
- Gauze (4"x4")
- Tissues
- Sheet
- Towels (3 for bed set-up and 4 steam towels)
- Dermalogica Consultation Card
- Skin Fitness Plan
- Dermalogica Products chosen to be used in treatment
- Modalities and Attachments chosen to be used in treatment

### Recommended Professional Training

Dermalogica D.N.A retail and professional

Service Innovations Workshop

# frequently asked questions

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## 1 **What is the difference between the ProSkin 30 and the ProSkin 60 treatments? How do I know which treatment to give?**

The ProSkin 30 treatment targets a top skin concern in 30 minutes. This treatment is best for busier, on-the-go clients and can be done on your retail floor or treatment room.

The ProSkin 60 treatment targets multiple skin concerns in 60 minutes. This treatment is best for clients who want a more comprehensive, sensorial experience that takes place in a private treatment room.

## 2 **What exactly is a module?**

A module is a 10-minute phase (or step) of a ProSkin treatment.

## 3 **How do I get the module cards?**

Contact your education specialist or business consultant to find out how to order them.



#### **4 When should I use the module cards?**

The module cards are to be used for all ProSkin 30 and ProSkin 60 treatments. You can use the module cards as quick-reference or reminder tools before and during your client's skin treatment. Be sure to review them thoroughly before giving a treatment so that you spend more time treating your client and less time reading the cards.

#### **5 When do I perform Face Mapping®?**

Always Face Map your client right after cleansing their skin with PreCleanse and before the second cleanse. Confirm your Face Mapping observations during and after the Double Cleanse portion of their treatment.

#### **6 Do I have to use every module?**

The only mandatory modules are the Double Cleanse Module, which starts every treatment, and the Dermal Layering Module, which ends every treatment. The rest of the modules are optional and should be chosen by you according to your client's preferences and Face Mapping results.

# appendix

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## **Direct High Frequency**

*Great for: acne-type lesions, oily skin and congestion*

This modality produces a germicidal effect by introducing oxygen to the skin, helping to reduce the Propionibacterium acnes (P. acnes) bacteria in the follicle.

## **Light Emitting Diode (LED)**

*Great for: signs of premature skin ageing and acne/breakouts*

LED is a low-energy, non-ablative device that emits an exact wavelength into the skin to stimulate and energize cellular activity. This non-invasive procedure activates cells with pulses of low-level, non-coherent, non-thermal light energy. Each wavelength or colour of the light treats certain skin conditions. There are options for colour choice to be used with LED machines; for example, blue for acne, red for aging or a combination to treat both.

## **Galvanic Desincrustation**

*Great for: oily skin and congestion*

This modality is used to deep cleanse the skin and target congestion. It works by softening and emulsifying sebum (oil) and keratin (protein) in the follicle to help ease extractions.

## **Galvanic Iontophoresis**

*Great for: enhancing product penetration*

This modality penetrates water-based products, such as serums and masques, deeper into the skin, helping to increase the benefits of such products.

## **Microcurrent Muscle Re-Education**

*Great for: toning and firming the skin*

This modality reprogrammes muscle fibres, allowing muscles to lengthen or shorten depending on the direction of the application. It works by sending a current to lift and re-educate muscles, aka “facial toning.”

## **Microcurrent Specific Iontophoresis**

*Great for: enhancing product penetration*

This modality allows for penetration of water-based products into the skin. An electrical current emits from one probe and returns to the other to allow specific focus of product penetration.

## **Ultrasonic Blade**

*Great for: deep cleansing or enhancing product penetration*

This handheld technology uses a smooth, flat metal “blade” and vibrating, low-frequency sound waves to loosen dead skin cells and comedones (ultrasonic) and/or allow for enhanced delivery of active ingredients (sonophoresis).

## **Ultrasonic Brush**

*Great for: deep cleansing and enhancing exfoliation*

This handheld silicone facial cleansing brush vibrates at high speed to remove impurities and congestion. It is designed to be used with professional cleansing and exfoliation products.

## **Wet Microdermabrasion**

*Great for: enhancing physical exfoliation*

This modality uses a diamond-tip hand piece to provide mechanical exfoliation to the skin. Combining recommended Dermalogica products with this modality will help enhance this exfoliation process.

# notes





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