

RSL **Online Training**

Fast-paced and constantly changing, the retail environment doesn't always make it easy to find time for critical retail management training.

That's where **Retail Store Leadership Online Training (RSL OLT)** comes in.

Based on MOHR Retail's acclaimed Retail Store Leadership workshop—the training solution leading retailers have used to develop more than 20,000 retail management and store supervisor teams—RSL OLT is a cost-effective, efficient way to train all of your store managers, assistants, and other key stakeholders.

Your store leaders will learn how to:

- Flex between leadership roles to meet a wide range of associate and store needs
- Understand and adapt their personal communication style to be more effective in their role
- Apply a consistent set of core communication skills to every conversation
- Maximize productivity by applying a series of specific strategies to critical discussions
- Take ownership of their business by managing as a leader every day

More than just online training

In-store coaching guides allow your DMs and senior field leaders to introduce, reinforce, and strengthen learning in the store with 1:1 meetings and practices.

Per-participant or per-store pricing options available

From \$250/person to \$650/store
1-year or multi-year licenses available



12 topic-focused modules accessible via phone, tablet, and desktop

Short learning micro-bursts with reinforcement, including gamification, tracking and scoring

DiSC® profile for each participant

Coaching and reinforcement webinars and microlearning to equip DMs and senior field leaders to sustain learning back in the store

Reporting app for at-a-glance progress tracking by DMs and senior leaders

Administrative set-up support to ensure successful launch

RSL Online Training



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Welcome to **RSL Leadership Concepts**



Role of the Leader

- 4 leadership foundational topics
- Retail leadership best practices
- Critical roles a retail leader needs to play
- Personalized DiSC® report (included with RSL OLT purchase)
- Retail Communication Skills

Introduction topics

8 Performance Situation Topics

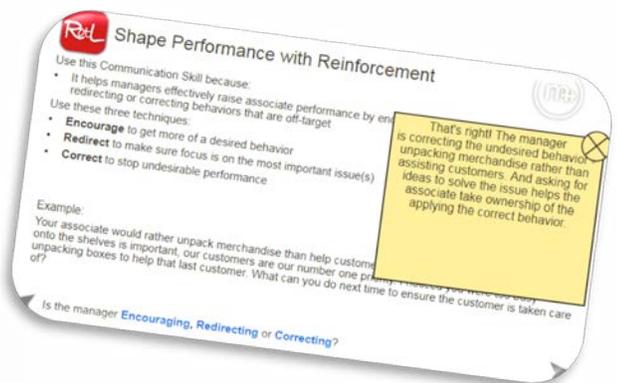
- Setting Performance Expectations
- Improving Below Standard Performance
- Effective Floor Supervision
- Coaching in Real-Time
- Delegating to Develop
- Gaining Commitment to New Initiatives
- Resolving Team Conflicts
- Professional Sales Coaching

Application to real-world scenarios



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Welcome to **RSL Coaching in Real-Time**



Program at a Glance

- 3-to-5-minute **microbursts** of learning
- **Gamification** to engage the brain, improve retention and knowledge growth
- Daily **reinforcement on all modules** completed for continual knowledge growth
- Leader board tracks points and **measures training ROI**
- LeadershipZone app provides **instant insights** into usage, growth, results



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