



# 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)** microlearning 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 microlearning is a cost-effective, efficient way to train all of your store managers, assistants, and other key stakeholders.

Like our in-person and virtual classroom workshops, RSL OLT microlearning develops the interpersonal skills retail managers need to create connections, coach, and retain associates who consistently deliver exceptional performance and memorable customer experiences.

## 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

**COST:** \$250 per participant (minimum 10 participants)

Includes 8 microlearning modules, with reinforcement questions, tracking, scoring, and online gamification; DiSC® profiles; and administrative set-up and support.

## Modules

**Role of the Leader:** Practice skills, strategies, and feedback using real in-store problems, applying Everything DiSC® style insights and communication skills.

**Setting Performance Expectations:** Learn, practice, and apply a strategy for discussing performance standards, goals, and other expectations with associates.

**Improving Below Standard Performance:** Recognize the need to handle performance issues quickly and directly; apply a discussion strategy for addressing a wide range of performance problems.

**Effective Floor Supervision — Coaching in Real Time:** Follow a set of Floor Supervision Guideposts to maintain awareness of entire store and direct actions; recognize and respond to critical cues that help as needed and use a skills inventory to assess coaching opportunities for each associate; use a discussion strategy for coaching on the floor.

## FEATURES:

### 8 topic-focused modules

accessible via phone, tablet, and desktop

### Everything DiSC®: Foundation for

learning, application, and change. 15-minute online survey providing powerful insights about how managers communicate and connect with others.

### Short (3-5-minute) learning

micro-bursts with daily reinforcement

**Gamification** to engage the brain, improve retention and knowledge growth

### Reporting app for at-a-glance

**progress tracking** by DMs and senior leaders

Leader board to track points and **measure training ROI**

### Leadership Zone app for **instant**

**insights** into usage, growth, results

### **Administrative set-up** and

support for a successful launch



## Modules *(continued)*

**Delegating to Develop:** Supervisors can grow their team by strategically assigning projects that stretch their skills and giving them added authority to make better decisions. Participants learn how to assess readiness and evaluate authority levels, selecting real-life situations to practice during the session. Includes a video model.

**Getting Commitment to New Initiatives:** Many initiatives that managers have to communicate come from the DM, corporate, or others outside the store. Participants learn to communicate a priority or expectation and ensure associates commit to fully supporting and achieving their goals. They learn strategies for communicating one-on-one and in group meetings, applying the Communication Skills to create a motivated, dedicated team.

**Resolving Team Conflicts:** Managers often avoid conflict, but they need to be comfortable resolving disagreements between team members to get business back on track. This strategy helps managers become skillful at uncovering issues, listening to both sides, and building a solution both sides own, can commit to, and will be accountable for.

**Professional Sales Coaching:** This module equips managers to create a proactive selling environment that encourages goal achievement. They build skills to motivate and build their salespeople's confidence and commitment to goals and learn how to identify challenging areas before failure occurs.

### Coaching and Reinforcement Webinars

**Cost:** Three 2-hour sessions at \$4,500 for up to 16 senior leaders per session

Three facilitator-led webinars plus microlearning to equip district and regional senior leaders to sustain learning back in the store. Provides skills and coaching guides to effectively introduce RSL OLT microlearning Core or Advanced and to reinforce and strengthen key learnings while on store visits and during one-on-one calls.

**DiSC® online profile** for each senior leader

**Reporting and participant app** for at-a-glance tracking of store manager team results

**Administrative set-up**, reporting app instructions, and tutorial for RSL OLT microlearning and webinars

**Role of Senior Leader training**, including DiSC® debrief, communication skills.

**Role of Senior Leader initial follow-up** and ongoing reinforcement strategies



**One-on-one executive and team coaching** is also available via our national network of professional leadership coaches. Contact us for rates and more information.