



Coaching Opportunities Worksheet

Directions: This Skills Inventory will help you determine your coaching opportunities for strengthening individual associates' use of selling and other skills (you can write in additional skills in "other" columns). Write each associate's initials in the first column. Using the rating scale below, rate each associate's skill level (how well he/she uses it now) for each skill.

5 = This Is a Great Strength		4 = A Strength		3 = OK Enough to Get 2 = Not the Job Done		Not a Strength	ngth 1 = Chance for Real Growth		N/A = Not Appropriate
Associate Initials	Welcomes customers warmly	Determines needs	Reads & responds to cues	Completes tasks as assigned	Supports company initiatives (credit, rewards, email programs)	Provides efficient checkout	Handles multiple customers	Handles difficult customers	Notes/Other Expectations

(OVER)





Coaching Opportunities Worksheet (continued)

5 = This Is a Great Strength		4 = A Strength3 = OK Enough to Get the Job Done2 = Not a Strength						ance for Real Growth	N/A = Not Appropriate
Associate Initials	Welcomes customers warmly	Determines needs	Reads & responds to cues	Completes tasks as assigned	Supports company initiatives (credit, rewards, email programs)	Provides efficient checkout	Handles multiple customers	Handles difficult customers	Notes/Other Expectations

With practical techniques from our national retail research, Retail Store Leadership (RSL) develops the interpersonal skills your store managers, assistants, and leads need to connect with, coach, and retain associates who consistently deliver exceptional performance and memorable customer experiences. A blend of classroom, online, and innovative mobile-based gamification makes RSL the gamechanger for your leaders and your stores.

» Learn more here, and get in touch with us today for full details.