

RMM Retail Multiunit Management

Leading From a Distance

In retail, every day is a chance to learn. MOHR



Feedback & Insights--DiSC™

My Plan™

Communication Skills

3 Key Strategies

Strategic Thinking



Retail Multi-Unit Leadership comes with its own set of unique challenges and requires leaders to change the way they plan, interact, conduct store visits and motivate their management teams.

RMM is designed to help Multi-Unit Leaders leverage the potential of their store management teams and stay focused on the goals that are most important to the organization.

Retail Multiunit Management

Thousands of retail Regional, District, and Area Managers have attended our (RMM) program.

Their feedback has consistently shown that this two-day training created exclusively for retail multiunit managers is a powerful session that creates results. There are four major modules covered in the two days:



Role of the Leader – Introduction

Achievement Cycle™

To define the roles of the leader based on their management teams specific needs

MyPlan™

A priority business planning tool designed for easy use throughout an entire year

Personal style assessment (DiSC® online) that provides key insights about your communication style

Core Communication Skills: four critical leadership communication skills (introduced in online pre-work)

Motivating a Manager with Below-Standard Performance

Discussion of current below-standard performance affecting their business

Five-step strategy for getting Store Managers to solve the problem and re-motivate for higher performance

Video model using retail-specific scenario

Individual practice and feedback to rehearse actual scenarios they face

Commitment to action and follow up

Coaching Coaches

Best practices for strengthening others' leadership

Four-step strategy for getting Store Managers to handle tough development situations with their team

Video model using retail-specific scenario

Individual practice and feedback to rehearse actual scenarios they face

Commitment to action and follow up

Maximizing Store Visits

Challenges of leading from a distance and national best practices

Pointers and pitfalls of making technology work for you while on the road

Video model with five-step strategy for formal store visit debriefing

Individual practice and feedback to rehearse actual scenarios they face

Commitment to action and follow up



Sustainability:

RMM+ Microlearning Post-Workshop Reinforcement for ensuring and sustaining results

For 90 days post workshop, participants will access a mobile app with gamification and competitive leader board, answering questions related to what they learned in RMM...30 seconds or less per day.

Store Visit Effectiveness Survey

A survey is sent out electronically to all Store Leaders (managers) to assess the effectiveness of their District Manager Store Visits, within 90-120 days post the DM workshop

The questions are based on the Retail Multi-Unit Management skills, strategies and tools

The results are tabulated and a report is created and presented to Senior Operations Leadership in a three-hour comprehensive session

Opportunities for continuous development and growth are then discussed with the DM team via web conference or in person.

Pricing includes personalized DiSC®, pre-workshop online skill building, and 90-day post-workshop microlearning reinforcement

Visit MOHRRetail.com for full details, or contact us:

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