

# Leading Change



The speed of change in today’s retail environment requires a new level of change leadership among district and regional leaders. Now more than ever, multiunit leaders need advanced skills and strategies to not only communicate multiple initiatives with their direct report store teams but also gain commitment, which is critical to achieving results.

**A Learning Experience Designed for Impact:** The advanced module **Leading Change** builds on concepts learned in RML; introduces new tools and strategies; and gives participants the opportunity to plan, work through, and get feedback on a real-life initiative they need to address. They’ll leave fully prepared with an action plan for success.

**Your managers will learn:**

- A **Comfort Zone model** to understand where most learning takes place
- How to **communicate one-on-one and in groups**, and the dynamics involved with each type of meeting
- A **Change Management model** to identify developmental, incremental, and transformational changes and time needed to understand and accept each
- A Willingness to Accept Change **team assessment** to gauge readiness
- **How to prepare** to communicate change
- **Discussion strategies** for communicating and following up with resistant, hesitant, and committed associates

**Cost: \$275/person**

Includes prework, instructor-led workshop, 90 days of post-session, app-based reinforcement

**Participant group size:**  
12 minimum, 21 maximum

**Prerequisite:** RML—Retail Multiunit Leadership Role of the Leader

*(Available as a half-day session for an additional \$250/person)*

## MICROLEARNING PREWORK VIA MOBILE APP

**Introduction**

- How people respond to change
- Comfort Zone model
- DiSC® Style review

**Reaction to Change**

- Use of Communication Skills
- Running a group meeting with varying levels of commitments from a range of store managers

**Gaining Commitment to Change With DiSC® insights**

- Applying a 5-step strategy, combined with Communication Skills, to a real-life scenario

## HALF-DAY VIRTUAL OR ONSITE CLASSROOM WORKSHOP WITH PRACTICE

Clarify/review prework learnings

Deep-dive application to participants’ actual change initiatives

Practice and gain feedback using strategies and skills

Develop action plan to maximize commitment and results

## POST-SESSION REINFORCEMENT VIA MOBILE APP (3 months)

Following the virtual or onsite learning session, all participants receive 90 days of reinforcement questions via a mobile app with gamification and competitive leader board to maximize application and retention.