

Success Story

Challenge:

MOHR Retail has worked with this large off-price retailer for several years, delivering leadership training with the senior and multiunit leaders and all store leadership levels. After taking a pause right before and during the pandemic, the retailer restarted multiunit leadership development for all new district managers and district loss prevention managers in 2023. Additionally, many of the leaders who had previously participated in the RML–Retail Multiunit Leadership (formerly RMM–Retail Multiunit Management) course wanted a refresher.

Solution:

MOHR Retail kicked off the refresh training with a 2-hour session during their Spring Leadership Summit and then followed up with a one-day RMM/Refresh workshop to provide the leaders with the opportunity to re-engage, reinforce, and practice the leadership skills and strategies they had learned anywhere between four and 12 years ago. Nearly 300 leaders attended the one-day live workshops. As evidence of the training's continued impact and relevance, leaders in these sessions were still using their skill cards and actively shared the results they've achieved by applying the concepts they've learned in MOHR Retail leadership training to their job.

Impact:

This off-price retailer credits MOHR Retail for helping the organization build consistency in leadership and talent development strategies, develop bench strength to grow more leaders within the organization, and create a common language through the application of the MOHR Retail 4 Communication Skills and DISC Personal Style indicator. The retailer has documented several positive business outcomes as a result of working with us, including:

- Enhanced communication and leadership skills and confidence across the field organization
- Reduced turnover and increased talent retention and internal promotions
- Increased trust and collaboration through more effective communication and flexing to meet others where they are