vSSL

- Scenario-based, facilitator-led virtual training sessions
- Technology-based microlearning
- Online skill-building

With more fluid reporting structures and more support center teams being led from a distance, support center supervisors are facing new challenges as they perform the triple roles of "Do," "Manage," and "Influence." **Virtual Store Support Leadership (vSSL)** builds the interpersonal skills they need to develop their leadership presence and improve departmental productivity with co-located as well as remote teams while collaborating more effectively with other departments in the supply chain. This interactive, scenario-based program will equip your support leaders—including buyers, planners, accounts payable, tax audit, merchandising, advertising, web and IT support, legal, and other support departments—with practical strategies based on our research of retail support leaders navigating today's complexities.

Eight two-hour sessions
Cost: $850 per participant (includes virtual facilitation, DiSC®, and 90-day post-training microlearning)

SESSION 1: Role of the Leader

- Motivation Cycle
- Flexing Leadership Roles

SESSION 2: Discovering your leadership style

- Online personalized DiSC®
- Communication Style Report

SESSION 3: Communication Skills

- Mastering the Four Communication Skills

SESSION 4: Setting Performance Expectations *Strategy*

Part of onboarding, ensuring everyone knows standards, training, and evaluation to be used to support their success in their role.

SESSION 5: Setting Performance Expectations *Application*

- Modeled Skill Practice Demonstration
- Breakouts for Skill Practice/Debrief

SESSION 6: Improving Below Standard Performance *Strategy*

Helping team members who are struggling with poor performance identify and solve problems so they can get back on track and be more motivated.

SESSION 7: Improving Below Standard Performance *Application*

- Modeled Skill Practice Demonstration
- Breakouts for Skill Practice/Debrief

SESSION 8: Coaching in Real Time *Strategy and Application*

The goal of coaching is to strengthen something that is acceptable and has the potential to get better. Developmental, not remedial, it is best done in real-time.

A HOLISTIC, INTEGRATED LEARNING JOURNEY

Virtual sessions explore topics in-depth and build competence with exercises and skill practice.

BEFORE THE SESSIONS
Everything DiSC® Online Survey: Foundation for learning, application, and change.

BETWEEN THE SESSIONS
Microlearning topics (3-5 min): Introduce topics, reinforce learning through retention questions.

AFTER THE SESSIONS
Microlearning: 90 days of daily reminders via mobile app with competitive leader board and gamification to maximize application and retention.

ADDITIONAL SERVICES

Train-the-Trainer (virtual delivery), for companies with 150+ participants

Senior Leader Executive Overview ($3,500)

Public Workshops

One-on-one executive coaching

Advanced vSSL Sessions

- Each Advanced topic is facilitated in a 3 ½-hour virtual instructor-led workshop.
- *Prerequisite Training:* SSL, Sessions 1-8

Delegating to Develop

Store support supervisors and leaders learn how to grow their team by strategically thinking about assigning projects that will stretch their skill and give them added authority to make better decisions. Concepts covered include how to assess readiness for a project and evaluate what level of authority is appropriate and needed.

A video model is used to demonstrate how to best delegate to develop. Participants select real-life situations to rehearse during the session.

Influencing Internal Partners

Home office and DC leaders often have to influence their peers and partners to take a different approach or flex a policy to get things done. This module focuses on how to see others as specialists who have knowledge that can help you achieve your goals. The skills and discussion strategy are modeled in a video where the leader finds common ground, presents innovative ideas persuasively, and gets commitment to move forward.

Participants practice and get feedback as they rehearse real-life scenarios.

Communicating for Success

The core objective of this advanced module is to help leaders build competence and credibility across company-wide relationships. It examines the full range of interactions merchant and support leaders may be involved in.

Participants learn specific strategies and guideposts to apply in meetings where they own the agenda and those where they don't. They develop a mindset of leadership presence that extends to any interaction, and they discover how to communicate to add value and strengthen their relationships.

ADVANCED vRMM

Cost: $275/person per module or $450/person for two modules

Minimum 10 participants

Includes custom live model scripts, pre-engagement, and 90 days post-training microlearning reinforcement

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