



- Scenario-based, facilitator-led learning 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.” **Store Support Leadership (SSL)** 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.

DELIVERY OPTIONS: Virtual (Eight two-hour virtual sessions) • Onsite Classroom (Two-day workshop)

COST: \$1,025 per participant, includes facilitation, DiSC®, and 100-day pre & post-training microlearning reinforcement app, participant tool kit with post session on the job tools and a producer for all virtual sessions (*a virtual producer supports all virtual workshops to eliminate technical challenges, enhance participant engagement and learning and ensure a seamless experience*)

Role of the Leader

- Motivation Cycle
- Flexing Leadership Roles

Role of the Leader (cont'd)

- Leading vs Managing
- Assessing the Team

Discovering Your Leadership Style

- Online Personalized DiSC® Communication Style Report

Communication Skills

- Mastering the Four Critical Communication Skills

PERFORMANCE SITUATIONS

Combination of microlearning prework, facilitation for a deeper dive, and individual practice with real-world scenarios, plus three levels of daily reminder microlearning via mobile app, with retention questions:

Setting Performance Expectations (2-sessions Strategy & Application)

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

Improving Below Standard Performance

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

Coaching in Real Time

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.

BEFORE THE SESSIONS

- **Everything DiSC® Online Survey:** Foundation for learning, application, and change. 15-minute online survey providing powerful insights about how managers communicate and connect with others.
- **Communication Skills Reinforcement App with Level 1 Questions:** Four communication skills applied to all modes of communication DMs use.

ADDITIONAL SERVICES

- **Train-the-Trainer** (virtual delivery), for companies with 150+ participants
- **Senior Leader Executive Overview**
 - 4 hours (\$5,500)
 - 6 hours (\$7,500)
- **Public Workshops**
- **One-on-one executive coaching**

DURING AND AFTER THE SESSIONS

Level 1-3 Reinforcement Questions with Gamification and Competitive Leaders Board: 90-day mobile app with daily reminders, gamification, and competitive leader board to maximize application, retention, and knowledge growth post session.

Advanced SSL Sessions

- Each Advanced topic is facilitated in two two-hour virtual or one 3 ½-hour onsite 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 SSL

Cost: \$250/person per module
\$425/per person for two modules

Minimum 10 participants

Includes custom live model scripts, pre-engagement, and 100 days post-training microlearning reinforcement.