

12 Days of MOHR-Mas



Day 1

A Partridge in a Peer Feedback Tree

Feedback is our first and most important gift.

Have you received or given your peers the gift of feedback this season? Reflect on how it's helped your team grow.



Day 2

Two Core Communication Skills

Spotlight **Shaping Performance with Reinforcement** to encourage your associates to keep up the great work and **Listen to Learn** to understand and empathize with your team. What is your strength in communicating with your teams? Share your go-to strategies for meaningful conversations.



Day 3

Three Wise Strategies

Share three smart strategies for thriving this season:

1. Coaching in Real-Time---in the moment on the floor, many times each day to strengthen your team's talent.
2. Delegating to Develop---no dumping endless tasks, just developing, giving everyone a chance to learn and contribute at a high level.
3. Building Trust---Keep the lines of communication open, communicate effectively and inclusively.

Which of these is your leadership sweet spot? How do you apply it to engage your talent?



Day 4

Four Holiday Leadership Wins

1. Happy Customers
2. Engaged & Talented Team Members
3. Achieving your Sales Plan
4. Your Team is Having Fun!

How are you performing against your plan this quarter? Share your success metrics.



Day 5

Five Gold Store Operational Standards

What makes your store shine? Consider these:

1. Clean and appealing displays
2. Fully stocked and well-presented merchandise
3. Seamless omnichannel experiences
4. Fast, friendly, and efficient checkouts
5. A welcoming environment for all

Which standard is your top priority, and how do you achieve it?



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Day 6

Six Best Strategies for Store Visits

A dream visit from a DM includes:

1. Advance notice of the visit
2. Helping out with stock
3. Engaging and energizing the team
4. Making the day fun
5. Bringing treats
6. Leaving the team feeling motivated

How did your DM's support make a difference this season?

Day 7

Seven Best Practices for Sustaining Talent

To keep your top talent, focus on:

1. Hiring early
2. Training for efficiency
3. Assigning a buddy
4. Setting clear expectations
5. Asking for referrals
6. Providing recognition
7. Scheduling fair and inclusive shifts

Have you retained the talent you want to bring into the new year?

Day 8

Eight Retail Stats

Key performance stats this season could include:

1. High UPTs & ADTs
2. Increased Conversion Rates
3. Shrink at a Record Low
4. Fast Shipment Processing and Restocking
5. Staffing within Payroll Budget
6. Smiling Customers
7. Zero Shift Call-Outs
8. Smooth Operations despite the Weather

How are your stores performing? Share your most notable achievements.

Day 9

Nine Customer Successes

1. A customer brought cookies and a hug
2. Found the perfect item in stock
3. Seamlessly transferred the gift they needed
4. Helped them check off every item on their list

What five other memorable success stories can you add to this list?

Day 10

Ten Tips for Team Morale

It's your turn! Share your favorite ways to boost team morale during the holidays. Email us at info@MOHRRetail.com or comment below to spread the cheer!

Day 11

Eleven Execution Essentials

These essentials drive success:

- Stores open and ready on time
- Staff prepared to greet customers
- Returns processed and back on the floor
- New shipments ticketed, stocked and merchandised on the floor
- BOPIS orders picked and ready for customers when they arrive
- Customers checked out efficiently
- Clean, stocked restrooms for everyone—especially your team!

What execution essentials make you most proud this season?

Day 12

Twelve Months of Growth

Following these 11 days of MOHR-Mas sets the foundation for success into the next fiscal year. Cheers to continued growth and achievement!



12 Days of MOHR-Mas Checklist



- Day 1: A Partridge in a Peer Feedback Tree
- Day 2: Two Core Communication Skills
- Day 3: Three Wise Strategies
- Day 4: Four Holiday Leadership Wins
- Day 5: Five Gold Store Operational Standards
- Day 6: Six Best Strategies for Store Visits
- Day 7: Seven Best Practices for Sustaining Talent
- Day 8: Eight Retail Stats
- Day 9: Nine Customer Successes
- Day 10: Ten Tips for Team Morale
- Day 11: Eleven Execution Essentials
- Day 12: Twelve Months of Growth

