



RSL ONLINE TRAINING

Fast-paced and constantly changing, the retail environment doesn't always make it easy to find time for critical retail leadership training.

That's where **Retail Store Leadership Online Training (RSL OLT)** microlearning comes in. Based on MOHR Retail's acclaimed Retail Store Leadership workshop—the training solution leading retailers have used to develop more than 20,000 retail management and store supervisor teams—RSL OLT microlearning is a cost-effective, efficient way to provide your store managers, assistants, and other key stakeholders key leadership concepts, skills and strategies with minimal time off the floor.

RSL OLT microlearning introduces the interpersonal skills retail managers need to create connections, coach, and retain associates who consistently deliver exceptional performance and memorable customer experiences.

Your store leaders will learn how to:

- Flex between leadership roles to meet a wide range of associate and store needs.
- Understand and adapt their personal communication style to be more effective in their role.
- Apply a consistent set of core communication skills to every conversation.
- Maximize productivity by applying a series of specific strategies to critical discussions.

21 Core Microlearning Modules

Role of the Leader: Includes foundational leadership concepts and skills that will be applied to the Core Performance Situational Modules.

- Motivational Cycle
- Leadership Roles
- DiSCover Your Style (7 micro-video topics)
- Communication Skills (5 micro-video topics)

Setting Performance Expectations: Learn, practice, and apply a strategy for discussing performance standards, goals, other expectations with associates. (2 micro-video topics—strategy & application)

Improving Below Standard Performance: Recognize the need to handle performance issues quickly and directly; apply a discussion strategy for addressing a wide range of performance problems. (2 micro-video topics—strategy & application)

Effective Floor Supervision — Coaching in Real Time: Follow a set of Floor Supervision Guideposts to maintain awareness of entire store and direct actions; recognize and respond to critical cues that help is needed and use a skills inventory to assess coaching opportunities for each associate; use a discussion strategy for coaching on the floor. (3 micro-video strategy & application)



FEATURES:

21 Core topic-focused modules accessible via phone, tablet, and desktop.

Everything DiSC®: Foundation for learning, application, and change. 15- minute online survey providing powerful insights about how managers communicate and connect with others.

Short (5-12-minute) learning micro-bursts with daily reinforcement.

Gamification to engage the brain, improve retention and knowledge growth.

Reporting app for at-a-glance progress tracking by DMs and senior leaders.

Leader board to track points, compete with peers and **measure training ROI**.

LeaderZone app for instant insights into usage, growth, results.

Administrative set-up and support included for a successful launch.

Higher Retention and Behavior Change—When combined with RSL virtually facilitated coaching workshops.

Advanced Modules (available June 2025--Pre-requisite Core Modules)

Delegating to Develop: Leaders can grow their team by strategically assigning projects that stretch their skills, giving them added authority to make better decisions. Participants learn how to assess readiness and evaluate authority levels, selecting real-life situations to practice during the session. Includes a video model. (2 micro-video topics—strategy & application)

Getting Commitment to New Initiatives: Many initiatives that store leaders have to communicate come from the DM, corporate office and others outside the store. Participants learn to communicate a priority or expectation and ensure associates commit to fully supporting and achieving goals. They learn strategies for communicating one-on-one and in group meetings, applying Communication Skills to create a motivated, dedicated team. (2 micro-video topics—strategy & application)

Resolving Team Conflicts: Store Leaders often avoid conflict, but they need to be comfortable resolving disagreements between team members to get business back on track. This strategy helps store leaders become skillful at uncovering issues, listening to both sides, and building a solution both sides own, can commit to, and will be accountable for. (2 micro-video topics—strategy & application)

Building Trust: Trust is defined through experiences, behaviors and actions leaders can model every day to their store teams and customers. This strategy teaches leaders how to create a culture of trust to increase engagement and collaboration with their direct report teams. The strategy encourages transparency and open communication and strengthens a culture of trust. (2 micro-video topics—strategy & application)

Senior Leader Coaching and Reinforcement Sessions

Cost: Three 2-hour sessions or one 6-hour workshop at \$8,000 for up to 15 senior leaders per session.

Three facilitator-led webinars plus microlearning to equip district and regional senior leaders to sustain learning back in the store. Provides skills and coaching guides to effectively introduce RSL OLT microlearning Core or Advanced and to reinforce and strengthen key learnings while on store visits and during one-on-one calls. Includes:

- **DiSC® online profile** for each senior leader.
- **Reporting and participant app** for at-a-glance tracking of store manager team results.
- **Administrative set-up**, reporting app instructions, and tutorial for RSL OLT microlearning and webinars.
- **Role of Senior Leader training**, including DiSC® debrief, communication skills.
- **Role of Senior Leader initial follow-up** and ongoing reinforcement strategies.



Hybrid Learning Solution:

Highly recommended to allow practice with peers, gain feedback, resulting in behavioral change to increase adoption on the job, driving stronger results.

COST: \$750 per participant (minimum 10 participants/1 year license core modules) *

Includes Core Modules combined with four/2-hour virtual coaching sessions.

Advanced modules and more virtual classroom sessions available by request.

Self-Directed Online Learning:

COST: \$500 per participant (minimum 10 participants/1 year license core modules)

Includes 21 microlearning modules, with reinforcement questions, tracking, scoring, and online gamification; DiSC® profiles; and administrative set-up and support.

**Public Hybrid Option Sessions available for less than 10 participants.*