



## Practical Leadership Development for Today's Workforce

### WE SPECIALIZE IN RETAIL AND SERVICE INDUSTRY LEARNING & TALENT DEVELOPMENT

**MOHR Retail** has been a trusted leader in retail training and consulting for more than 40 years. **MOHR**, which stands for **Management Of Human Resource**, reflects our long-standing commitment to developing people, strengthening leadership, and improving workplace performance.

Retailers across a wide range of industries rely on our practical, results-driven training programs because we understand the realities of retail from firsthand experience. Our background in retail and service environments gives us unique insight into the people, challenges, and day-to-day operations that drive success. We use that knowledge to help **strengthen the critical people-to-people skills that drive performance, leadership, and customer experience across their organizations.**



With decades of experience in the retail industry, we've helped organizations navigate evolving consumer expectations, economic shifts, ecommerce growth, omnichannel transformation, and increasingly connected shoppers. Through every change, one thing remains constant — **people make the difference.** That's why our focus is on equipping teams with practical skills that create meaningful impact for customers, employees, and the business every day.

### The MOHR Retail Difference

- **Expertise in dynamic and proven learning methods:** We leverage interactive, real-world learning strategies tailored for retail and service environments.
- **Deep understanding of the critical people-to-people skills:** We know what makes or breaks a retailer's success.
- **Decades of real-world retail experience:** Our approach blends in-the-trenches retail expertise with up-to-the-moment research, innovative tools, and a highly personalized, consultative approach.

These are not qualities commonly found in most organizations; but they are part of the MOHR Retail's DNA.

Through our work with leading retailers and our national retail research projects, we continue to stay on top of trends so that we can provide targeted, retail-ready, and tailored training and consulting solutions for:

- Retail Multiunit Leaders
- Store Leaders
- Support Center Leaders
- Buyers and Merchant Teams
- Sales Associates
- Senior Leaders
- National Retail Meetings
- And more

### MAXIMUM ROI AND IMPACT

- Innovative blended learning approach designed for the realities of the retail environment
- Virtual and in-person classroom workshops
- Online learning
- Assessments
- App-based microlearning with gamification
- Coaching and consulting services

"MOHR Retail Multi-Unit Leadership training has empowered us to prioritize action-based behavior change, positively impacting our business results. Our club visits are now well planned, structured, and consistent, resulting in enhanced overall execution. This has improved both our company culture and our member experience."

Bruce Edwards, CEO  
Core Development and Management  
Planet Fitness Franchisee

## The MOHR LEARNING Experience

### WHY RETAILERS CHOOSE MOHR RETAIL AS THEIR TALENT DEVELOPMENT PARTNER

**A team steeped in retail:** We have been in your shoes. Our leadership, design, business development, and facilitation teams and coaches have all built successful retail careers and bring real-world insights to every engagement.

**Relevance and resonance:** We take the time to understand your organization before we train your team. Every **MOHR LEARNING** experience reflects your culture, language, values, and strategic objectives. This collaborative process ensures buy-in and drives behavior change.

**Participants see the difference:** Participant engagement scores for our training programs consistently exceed 85%. **99.5% of participants** would recommend our workshops to colleagues within and outside of their organization.

**Proven, practical tools for leadership and relationship-building:** All MOHR Retail leadership training programs include the **Everything DiSC®** on Catalyst profile, a powerful tool helping participants enhance self-awareness, understand how they communicate, and how to adapt to the styles of others to be a more inclusive, effective leader.

**Science-backed approach for lasting growth and impact:** One-time events do not change behavior. The **MOHR LEARNING** experience includes **MOHR ACCESS** our app-based microlearning platform — before, during, and after workshops to reinforce key skills and strategies. In just three minutes a day, team members strengthen their knowledge and apply what they learn on the job. Gamification, leaderboards, and ongoing reinforcement help keep engagement high, with organizations reporting 15–25% knowledge growth following training.

**A holistic view of retail talent development and succession:** Our core “role of the leader” curriculum addresses the skillsets and challenges of every level of retail leadership — from emerging leaders through the C-Suite — to strengthen your leadership pipeline, build a common leadership language, promote consistency in performance management, and create more opportunities for internal promotions and sustainable growth.

**An investment in your team’s success:** We offer free, one-hour kick-off meetings for all virtual deliveries/implementations prior to the first training session. These kick-off sessions are valuable opportunities for you to reinforce your commitment to investing in and growing your people.



**EVERY DAY IS A CHANCE TO LEARN MOHR:** Visit [MOHRRetail.com](https://MOHRRetail.com) to learn more about the **MOHR LEARNING** experience and explore our retail and service industry training solutions, leadership development resources, tools, events, and industry insights.