



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

The dramatic disruption in retail has created new complexities and pressures, and new opportunities as well. Now more than ever, your district and regional leaders need to be more skillful and strategic to meet today's demands and build a culture that prioritizes trust, resilience, inclusivity, and safety.

Retail Multiunit Leadership (RML) addresses the pivotal issues and leadership behaviors that get to the core of retail results. Grounded in national retail research, RML includes fresh insights and critical success attributes from major retailers at the forefront of navigating this environment of ongoing change and uncertainty.



Five half-day sessions:

Role of the Leader

- Leverage Four Achievement Cycle Factors to move from average to excellent.
- Adapt leadership and motivational approaches to a range of team needs.
- Develop a Plan for Results to focus on what matters most over an entire year.

Developing Your Leadership

- DiSC®overing Your Leadership Style: Refine individual communication effectiveness strategies throughout the session.
- Mastering the Four Critical Communication Skills, regardless of style.

Motivating Leaders with Below-Standard Performance

Practice skills, strategies, and feedback using real in-store problems, while applying DiSC® style insights and communication skills.

Coaching Coaches

Learn, build, and practice coaching skills and strategies (in person, by phone, and by video conference) to strengthen others' leadership.

Maximizing Store Visits

How to leverage technology; what to do before, during, after onsite/virtual store visits to ensure priorities are understood. Practice/get feedback.

DELIVERY OPTIONS: Virtual (Five 3 ½-hour virtual sessions) Onsite Classroom (Two-day workshop)

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.

AFTER THE SESSIONS

- **Level 1-3 Reinforcement Questions with Gamification and Competitive Leaders Board:** 90-day mobile app with gamification and competitive leader board to maximize application, retention and knowledge growth post session.
- **Store Visit Effectiveness Survey:** Connect new skills to improved staff effectiveness to measure training ROI and results. (available/additional fees)