



- Scenario-Based, Facilitator-Led Learning Sessions
- Technology-Based Microlearning & Online Skill-Building
- DiSC® Personal Insights

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 necessary for developing their leadership presence and improve departmental productivity while collaborating more effectively with other departments throughout the 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.

Role of the Leader

- Leveraging Four Motivation Cycle Factors
- Flexing Leadership Roles and motivational approaches to a range of team needs.
- Leading vs. Managing & Assessing the Team

Developing Your Leadership

- DiSC®overing Your Leadership Style utilizing your Personalized DiSC® Communication Style Report
- Mastering the Four Critical Communication Skills, regardless of style.

PERFORMANCE SITUATIONS:

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

Setting Performance Expectations (2 -Sessions Strategy and Application)

Integrated into onboarding, role transitions, and new process rollouts to ensure retail support center team members clearly understand the standards, training, and evaluation methods that drive success in their roles.

Improving Below Standard Performance

Support underperforming team members in identifying performance challenges, developing their own solutions, and reigniting motivation to get back on track.

Coaching in Real Time

Coaching to strengthen performance that is acceptable and has potential to improve. Developmental, not remedial in real time.

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. All virtual sessions include a producer and participants will receive an e-participant tool kit. *(a producer supports all virtual workshops to eliminate technical challenges, enhance participant learning and engagement to ensure a seamless experience)*

BEFORE THE SESSIONS

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

DURING AND 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.

Advanced SSL Sessions

- Each Advanced topic is facilitated in two 2-hour virtual or one 3 ½-hour onsite instructor-led workshop.
- Prerequisite Training: SSL Core of the Leader

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 Sessions:

- **Cost:**
 - \$250/person per module
 - \$425/person for two modules
- Minimum of 10 participants
- Includes custom live model scripts, pre-training engagement, and 100 days post-training microlearning reinforcement

Additional Services:

- **SSL Train-the-Trainer:**
 - Available for companies with 150+ participants
 - Virtual Delivery
- **SSL Senior Leader Executive Overview:**
 - Includes DiSC® profile, pre-work, and 90- day online reinforcement for up to 15 senior leaders.
 - 4 hours (\$5,500)
 - 6 hours (\$7,500)
- **Public Workshops:** Visit our website to view the schedule of upcoming public workshops.
- **One-on-one executive coaching** is also available via our national network of professional leadership coaches.