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PROGRESS  
RETAIL



## REAL OUTCOMES



### EMPLOYEE TURNOVER

**Upwards of 61% reduction** in employee turnover among all retail partners in Y1.



### AVERAGE TRANSACTION VALUES

**Consistently 14-21%** increases in average transaction values through increases in Items Per Transaction as an outcome of rapid skill development.



### VOICE OF THE CUSTOMER

Following launch programs, **+20% in NPS** scores across Price Attack Newcastle region.

## SYSTEM COMPONENTS

**C.A.R.E.™ LAUNCH:** Available separately for multi-site management, in addition to store management, our launch programs have been our point of difference as a transformative learning and development partner for thirty years.

**C.A.R.E. CUSTOMER®:** The personalized and comprehensive front-line sales, service, and retail connection course that all retail team members have access to on any device 24x7.

**C.A.R.E. COACH®:** Our mini-retail MBA! This takes your managers from good to GREAT and delivers skills required for effective behavioral coaching, financial literacy, and purposeful leadership.

**C.A.R.E. SUPPORT:** We keep the learning journey alive for your teams with a consistent theme of relevant courses that benefit their personal and professional lives.

## SYSTEM INFORMATION

With tens of thousands of alumni globally, *C.A.R.E. Customers Are Really Everything®* was the first of its kind combining dynamic retail training with transformative personal development. C.A.R.E.™ is unlike any other retail education system with its renowned launch program, and comprehensive online learning via Progress Retail's learning experience platform. The themes of experiential empathy, interactive communication, and breakthrough personal growth and development opportunities create purpose and self-awareness that cuts down onboarding time, creates more engaged team members, and as an outcome improves productivity in an unparalleled fashion. When combined with Progress Retail's adjacent education systems tailored for the rest of the retail operation, a unified language and empathic DNA resides from the C-Suite to support center, and to casual team member.



**"Enabled retail scalability."**

Alysha Bolton  
Head of Retail

ASSEMBLY  
LABEL



**"Truly life changing!"**

Denise Haughey  
Global GM Retail

seed



**"Critical to achieving our retail goals."**

Alison Thomas  
GM AUS

VOLCOM

CAMILLA AND MARC



SKYMINT

ASSEMBLY LABEL

seed

priceattack

Aje.

VOLCOM

M.J. BALE