

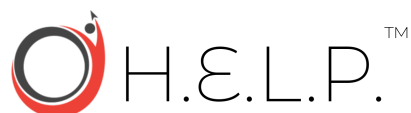


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PROGRESS
RETAIL



REAL OUTCOMES



EMPLOYEE ENGAGEMENT

+35% increase in employee engagement scores within Volcom Head Office in 12 months.



STORE TASK EXECUTION

With a more skilled retail support center, and the right supportive tools, close the execution gap of initiatives across all functions- from marketing, visual merchandising, and more!



CUSTOMER COMPLIMENTS

Our case studies show time and time again the benefits of enhancing the communication skills of team members interfacing across all customer channels.

SYSTEM COMPONENTS

H.E.L.P.™ LAUNCH: Transformation is a process, and the **LAUNCH** program introspectively creates realization of our unreached potential, shortcomings, and our impact as **LIAISONS** to purchasing customers and our clients that work and support the retail stores. This dynamic two-day program sets the organization up for becoming a learning organization, and the discipline required to create personal and professional growth.

H.E.L.P. LIAISON®: The online component of the **LAUNCH** program, which scales the fundamental communication strategies, and collaborative frameworks to create a more purposeful retail support center that generate enhanced productivity and integration among all business functions and departments. Combined with our learning platform functionality, the entire retail organization is united with real-time access to information.

SYSTEM INFORMATION

Is the mission of your organization consistent between the front-line and the support center? How often does an individual from the shop floor desire to work in the head office? Often times, they discover a very different environment, bearing little resemblance to where they came from. H.E.L.P.™ aims to minimize the chasm between the support center and front-line retail teams. It creates a system for organizational problem solving and a feedback-oriented approach to resilience building. It reframes purpose through the use of sensory empathy and structured language techniques.

Team dynamics are a large emphasis of H.E.L.P.™. The individual functions of your organization require a basic framework for providing constructive feedback, and delivering consistent praise. This is a management skill, that is best developed before one becomes a manager.



"They stand alone in retail transformation."

Jo Horgan
Founder

MECCA



"Enabled retail scalability."

Alysha Bolton
Head of Retail

ASSEMBLY
LABEL



"...A transformational impact on culture."

Alison Thomas
GM AUS

VOLCOM