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PROGRESS
RETAIL



REAL OUTCOMES



SUCCESSION PLANNING

Every manager ready to be appointed, for every store. Every multi-site manager ready to be appointed. Zero excuses.



LEADERS WITH EQ

The multi-site manager must own the employee turnover of their group, and the best MSMs have the lowest turnover, with the strongest bench. EQ gets you there.



A COHESIVE CULTURE

If a retailer has five regions, they should not have five cultures. This blind method of leadership has no place in today's retail.

SYSTEM COMPONENTS

S.M.A.R.T.™ LAUNCH: Available separately for executive leadership, in addition to multi-site management, our launch programs have been our point of difference as a transformative learning and development partner for thirty years.

S.M.A.R.T.™ CLIENT®: The old retail saying goes, *"As a store manager, if you don't feel comfortable writing a \$1000 check to your multi-site manager at the conclusion of their visit, **tell them to return the next day.**"* Multi-site managers are there to serve and consult to their store managers. The food court is for eating, not where a multi-site manager spends her time.

S.M.A.R.T.™ SUPPORT: We keep the learning journey alive for your multi-site managers with a consistent theme of relevant courses that benefit to their personal and professional lives.

SYSTEM INFORMATION

In retail, you're only as good as your bottom store, and therefore your management team is only as good as your least developed store manager. Too many districts and regions are carried by a handful of stores, and the bottom performers do not get the attention they deserve to lift the productivity of that business unit. **S.M.A.R.T. Superior Management of a Resourceful Team®**, is the succeeding course to the C.A.R.E.™ front-line selling system. Building upon the foundation of empathy, communication skills, and skills-based process in C.A.R.E. Customer®, plus the overall management component within C.A.R.E. Coach®, S.M.A.R.T. dives into the rigor and purpose of optimal multi-site management. After all, as a multi-site manager you are the gatekeeper of standards, and the C.A.R.E.™ selling system includes standards and agreements which remove the subjectivity of retail management. It's back to basics.



"They stand alone in retail transformation."

Jo Horgan
Founder

MECCA



"Enabled retail scalability."

Alysha Bolton
Head of Retail

ASSEMBLY
LABEL



"Critical to achieving our retail goals."

Alison Thomas
GM AUS

VOLCOM