

SL2 Learning Path – Day 10

| | e-Learning | Review Time | In Role | Observation Required (Y/N) | Shadow, Practice, and Coach | Lunch | Day 10 | | | | | | | | |
|-------------------------------|------------|-------------|---------|----------------------------|-----------------------------|-------|---------|---------|---------|----------|----------|----------|---------|---------|--|
| | | | | | | | 64 | 65 | 66 | 67 | 67.5 | 68.5 | 69.5 | 70 | |
| | | | | | | | 7:45 AM | 8:45 AM | 9:45 AM | 10:45 AM | 11:45 PM | 12:45 PM | 1:45 PM | 2:45 PM | |
| Day 10 - Sales Level 2 | | | | | | | | | | | | | | | |
| 1. Review and Day Prep | | 0:15 | | | | | | | | | | | | | |
| 2. Earn The Visit Part I | 0:30 | 0:15 | | Y | | | | | | | | | | | |
| 3. Earn The Visit Part II | 0:30 | 0:15 | | Y | 2:15 | | | | | | | | | | |
| 4. In Role Level I Sales | | 2:45 | | | | 0:30 | | | | | | | | | |
| 5. Review and close day | | 0:15 | | | | | | | | | | | | | |
| | 7:00 | | 1:00 | 1:00 | 2:45 | | 2:15 | 0:30 | | | | | | | |
| | | | | | | | | | | | | | | | |

1. 15 mins Review and Day Prep
 - Review the SL1 progress.
 - Review areas to focus on.
 - Share what has been working well.
2. 30 mins eLearning **Block time out for you to work directly with the employee: WITH YOU** - Employee completes **Earn the Visit Part 1**.
- 15 mins Review and Discuss
 - Discuss with employee. Use questions to gauge employee's understanding.
3. 30 mins eLearning **Block time out for you to work directly with the employee: WITH YOU** - Employee completes **Earn the Visit Part 2**.
- 15 mins Review and Discuss
 - Discuss with employee. Use questions to gauge employee's understanding.
- 2:15 hrs. Coach and Practice
 - Take employee to the Mystery Shopper page on the KC to provide example of real phone calls:
 1. Listen and discuss what they heard on the calls.
 2. Mentor can also demonstrate ETV by answering a call with employee shadowing.
4. 2:45 hrs. In Role Employee is scheduled to support the sales counter with supervision.
IMPORTANT: Multiple SL1 employees should not be scheduled at the counter at the same time.
5. 15 mins Review and Close Day