

SL2 Learning Path – Day 10

| | e-Learning | Review Time | In Role | Observation Required (Y/N) | Shadow, Practice, and Coach | Lunch | Day 10 | | | | | | | |
|---------------------------|------------|-------------|---------|----------------------------|-----------------------------|-------|---------|---------|---------|----------|----------|----------|---------|---------|
| Day 10 - Sales Level 2 | | | | | | | 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 |
| 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 | | | | | | | | |

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|----|-----------|----------------------|---|
| 1. | 15 mins | Review and Day Prep | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> Discuss with employee. Use questions to gauge employee's understanding. |
| | 2:15 hrs. | Coach and Practice | <ul style="list-style-type: none"> Take employee to the Mystery Shopper page on the KC to provide example of real phone calls: <ol style="list-style-type: none"> Listen and discuss what they heard on the calls. 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 | Review and close day |