

SL1 Learning Path – Day 6

| | e-Learning | Review Time | In Role | Observation Required (Y/N) | Shadow, Practice, and Coach | Lunch | Day 6 | | | | | | | |
|--|------------|-------------|---------|----------------------------|-----------------------------|-------|---------|---------|---------|----------|----------|----------|---------|---------|
| Day 6 - Sales Level 1 | | | | | | | 36 | 37 | 38 | 39 | 39.5 | 40.5 | 41.5 | 42 |
| | | | | | | | 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. CES Phase I: Building Relationship | 0:30 | 0:15 | | N | | | | | | | | | | |
| 3. CES Phase II: Empowering the Customer | 0:30 | 0:15 | | N | | | | | | | | | | |
| 4. CES Phase III: Personalize the Recommendation | 0:30 | 0:15 | | N | | | | | | | | | | |
| 5. Develop and Coach CES | | | | | 4:15 | 0:30 | | | | | | | | |
| 6. Review and close day | | 0:15 | | | | | | | | | | | | |
| 7:00 | 1:30 | 1:15 | | | 4:15 | 0:30 | | | | | | | | |

1. 15 mins Review and Day Prep
 - Briefly review anything from the previous day.
 - Answer questions.
 - Set expectations for the day.

2-4 2:15 hrs Training **Block time out for you to work directly with the employee through all 3 courses:**

WITH YOU - Employee completes all three **CES** courses.

- **CES Phase 1: Building the Relationship**
- **CES Phase 2: Empowering the Customer**
- **CES Phase 3: Personalizing the Recommendation**

Throughout these modules, stop, discuss, roleplay, and even take employee out to observe CES interactions to bring content to life.

5. 4:15 hrs Coach and Practice
 - Employee spends remainder of shift shadowing Senior or Marketing Manager to observe customer interaction.
 - Allow employee to begin scanning tires during VTV and inputting/looking up customer records in POS. Ensure supervision is present for coaching and input.
6. 15 mins Review and Close Day

Review and close day.