

SL1 Learning Path – Day 6

	e-Learning	Review Time	In Role	Observation Required (Y/N)	Shadow, Practice, and Coach	Lunch	Day 6							
							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	<ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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.