RF LEADER CALL FACILITATOR GUIDE

HOW TO USE THIS GUIDE

Review instructions and **Facilitator Responsibilities** section to effectively use the facilitator guide, and prepare for your requirements before, during, and after the session.

INSTRUCTIONS

- Text in **bold** is facilitator instruction, not spoken
- Text in regular font is suggested language to be put in your own words. It is not a script
- Text in gray font is a possible response from participants
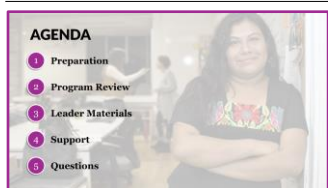
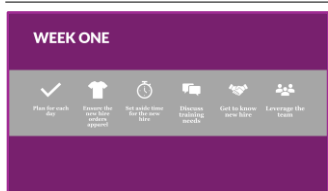|	
	Duration: 1 minute **Welcome leaders and introduce yourself.** **If Assistant Managers are present**: Assistant Managers, partner with your Store Manager to discuss the role you play in onboarding. Create a plan with your Store Manager and ensure your new hire understands each of your responsibilities in the onboarding process.
	Duration: 1 minute Today we are going to cover: (**go over agenda on the slide**) Feel free to ask questions at any time. There is time at the end of the call for questions as well.
	Duration: 3 minutes There are several tasks you can do to set yourself and your new hire up for success during the first week. ❑ Plan for each day – plan a daily schedule and agenda ❑ Set aside time to introduce your new hire to the computer and systems ❑ Talk about training and ask your new hire how they prefer to learn ❑ Get to know your new hire. What are their motivations? What does success look like to them? ❑ Leverage the entire team – Who can they lean on for support and shadowing? ❑ Set aside time throughout the first couple weeks to support skill development and role play the sales process
	Duration: 15 minutes **Ask a leader to share their screen** **Guide the leader to the Onboarding page on the intranet** **Ask the leader to click the Hiring Leader photo to open the Hiring Leader app**

Once the app fully loads, ask the leader to click on the Hiring Leader button

> **Note:**

- The app will only display associates in their onboarding period
- The task list button will remain gray until clicked and at least one task is marked complete

Ask the leader to click on the Task List button corresponding to any of their new hires.

> **Explain:** A list of tasks will appear where you can keep track of what you've completed for each new hire.

> **Note:**

- Some tasks are static – nothing else to click on
- Some tasks require additional action through a linked resource
- Includes either mandatory or suggested due days

DEMONSTRATION
Onboarding and LMS Progress

Duration: 10 minutes

Ask a leader to log into LMS and go to Learning

Point out the My Associates tile, ask the leader to click that tile

> **Explain:**

- Entire team displays. Can click on the new hire's name to display all the training assigned to them
- If the training is a program (Retail Foundations, Onboarding), click on the program link to see progress.

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Duration: 2 minute

There is more you can do beyond the first week to successfully onboard your new hire.

- ❑ Continue daily check-ins
- ❑ Break up screen time and get them on the floor to observe
- ❑ Spend time helping them understand how the store works
- ❑ Continue to review training content
- ❑ Incorporate teach-backs to check for understanding
- ❑ Continue to foster peer relationships
- ❑ Schedule calls with extended leadership team to introduce them to the territory.

Duration: 3 minutes

The Retail Foundations program guides new hires through learning the necessary core skills for their new role. New hires complete three weeks, consisting of:

- • Activities
- • Lessons
- • Daily Calls
- • System-focused webinars
- • Sales floor shadowing

I am going to share a resource in the chat that provides a high-level overview of the first three weeks, and the topics covered.

DEMONSTRATION Retail Foundations	**Duration**: 6 minutes
	Let's look at the Retail Foundations program leader and new hire pages.
	Share screen and demonstrate the location of the Retail Foundations landing page on the intranet.
	New Hire resources are location on the Retail Foundations New Hire page
	The roadmap is divided into Enterprise Onboarding, Retail Foundations, and Ongoing Development.
	New hires begin by selecting the Enterprise Onboarding icon and starting their onboarding programs in the LMS.
	New Hires begin Retail Foundations on Day 2. The program is in the LMS and must be completed in the required timeframe. The new hire must complete each section in order.
	There are 15 instructor-led calls that build on daily lessons and activities. We facilitate:
	• 11 one-hour interactive daily learning calls
	• 4 interactive system-focused webinars (2-2.5 hours each)
	Note: Associate attend their daily call at 2:30pm CST during week one, and at 12:30pm CST during weeks two and three
	We are here to partner with you and provide additional associate support through the Retail Foundations mailbox and in Teams. The mailbox is managed M-F 9am-5pm CST.
DEMONSTRATION Leader Resources	**Duration**: 7 minutes
	You receive a daily Teams chat with your actions and tasks, new hire floor time activities, and an attached leader guide. You receive the chats during your new hire's first three weeks of training. Your new hire receives a floor observation checklist during their daily call with a list of transactions we encourage them to observe or assist with during floor time.

DEMONSTRATION Leader Resources	**Note**: You receive one chat for all new hires starting in the same week. (e.g., if you have three new hires in a week, you will receive one chat with leader tasks for all three) The chat stops for any termed new hires within a couple days of termination. Please do not block these messages. They are automated messages and blocking them impacts the Power Automate flow, requiring a manual fix.

Note: You receive one chat for all new hires starting in the same week. (e.g., if you have three new hires in a week, you will receive one chat with leader tasks for all three) The chat stops for any termed new hires within a couple days of termination. Please do not block these messages. They are automated messages and blocking them impacts the Power Automate flow, requiring a manual fix.

Note: Send an email to the Retail Foundations mailbox if you plan to have another sales leader assist with onboarding your new hire. We can add another sales leader to act as a delegate for you and ensure they receive the daily chats. You still receive the chats, but we can also ensure the leader helping you receives them too.

Share your screen and display the new hire version Daily Floor Observation Checklist and the leader version Leader Card. Advise leaders their checklist can be viewed from their device and encourage them to enable Teams notifications.

Continue sharing desktop and demonstrate location of the Leader Resources page on the Retail Foundations page.

A Leader Guide covering weeks 1- 12 is available the Leader Resources page. The guide provides weekly leader responsibilities and expectations that must be completed after the new hire is done with Retail Foundations, including the Foundations Forward program.

RESOURCES ☐ Leader Guide ☐ Retail Foundations Mailbox ☐ Leader and Associate Pages ☐ Your Leader ☐ Your HRBP ☐ Your Trainer ☐ Enterprise Onboarding Mailbox	**Duration**: 2 minutes You have many resources available to you. Let's review some of those resources: • The daily chat with your tasks and the Leader Guide on the Retail Foundations Leader Resources page • Retail Foundations mailbox • Enterprise Onboarding mailbox • Leader and New Hire pages • Your Leader • Your HRBP • Associate Learning Partners
QUESTIONS	**Duration**: 5 minutes What questions do you have?