

## Performance Training Guide



### PERFORMANCE EVALUATION AND PROCESS MEASUREMENT

#### Day 1

This module is the Fast Track To Success.

- 2 hours with the advisors to gather all the needed information to build an ACTION plan for your store.
- Questions and answer session to identify specifics on problem areas/ road blocks
- Review previous months Advisor performance reports from DSM system
- Review pay plans to promote “WORKING” their pay plans to the fullest.
- Recap and develop a new in store process to motivate your advisors and generate an IMMEDIATE increase in SALES!



**SERVICE CHANGES YOU!<sup>SM</sup>**

## IMPLEMENTING YOUR KEYS TO SUCCESS

### Day 2 (Morning)

- “In Store” advisor observation in their surroundings to assess current processes and selling techniques.

### (Afternoon)

- Coaching and plan implementation customized just for YOU!
- Cover phone skills, appointment setting, menu presentation, follow up, time management.....and more  
**TIME MANAGEMENT!**
- How to be “PROACTIVE” rather than “REACTIVE” in your daily environment to ensure success.

### WHAT GETS MEASURED GETS DONE

#### Day 3

- Revisit Store in 30 Days to measure your Advisors performance post session. The majority of the day will be spent with the Advisor to tweak the processes, destroy any road blocks that may still be prevalent.
- Remainder of day spent with management team to ensure goals are being met as desired.

Follow up phone calls to the Advisor will be placed to ensure on going support from Rau. Your **SUCCESS** is our success!