

DA SCENARIO

Cedric Ironwood is a donation attendant at your store. He is fairly new to the organization and is still learning his role. You, the Assistant Store Manager, are checking in on Cedric while he's sorting donations and notices he isn't following the 80/20 rule; rather, he is hard sorting every item and then organizing those items into categories inside the Gaylord. When you approach him to inquire where the disconnect is, Cedric says, "it cuts down on sorting time and would equal fewer re-routes. When I worked for Amazon, we sorted products into categories, and this is a much better and more efficient way to organize the product."

Based on the four elements of effective communication, how would you handle this conversation?



Assistant Store Manager:
Thalia Brightwood



Donation Attendant:
Cedric Ironwood

RSA SCENARIO

Seraphina Yew is a cashier at your store. They are fairly new to the organization and are still learning their role. When closing, you, the CSM, notice that Seraphina is organizing the 50% tags on a rack the night before \$2 day. When you approach them to inquire where the disconnect is, Seraphina says, “separating the color tags the day prior would help the \$ 2-day sales and would be easier to pull on Friday if they didn’t sell.”

Based on the four elements of effective communication, how would you handle this conversation?



Customer Service Manager:
Gabriel Dawson



Retail Sales Associate:
Seraphina Yew

RMP SCENARIO

Thaddeus Stonegrove is a cloth processor at your store. He is fairly new to the organization and is still learning his role. While processing, you, the Store Manager, Aisha Baker, notice that Thaddeus is making piles of Women's, Men's, and Kids, as well as sorting the items on the rack prior to giving them to the person grading. When you approach him to inquire where the disconnect is, Thaddeus says, "sorting this way helps build the racks faster, and organizing the rack helps roll quicker."

Based on the four elements of effective communication, how would you handle this conversation?



Store Manager:
Aisha Baker



RMP:
Thaddeus Stonegrove