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| ***Sale Saturday*** |

**A new Retail Sales Associate just cleared the line during a particularly busy Sale Saturday. It is close to closing time, and your new employee looks worn out.**

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| **Which coaching model would be most appropriate? 30 Second or GROW?**  **What questions would you ask?**   |  | | --- | |  | |  | |  | |  | |  |   **What are the risks? What should you avoid?**   |  | | --- | |  | |  | |  | |  | |  | |

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| ***Routine Floorwork*** |

**Your miscel processor has finished recovering the miscel department before the store has opened. His section looks generally good, although all the stemware is upside down.**

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| ***Promotion*** |

**Your most seasoned cashier has stated that she deserves to be an Assistant Manager, as she has been in the store the longest and runs most of the front-end anyways.**

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| ***Backroom Improvements*** |

**One of your newer Donation Attendants want to talk about some ideas for improving the DA processes. He has briefly told you some of his ideas in passing, but without much detail. Some sound plausible, others may be unsafe.**

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| ***Moving to Another Processing Department*** |

**A linens RMP has stated that they want to move to electrical. They have only recently been missing their quota, and feel it would be easier for them to meet their quota in the other department.**

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| **Which coaching model would be most appropriate? 30 Second or GROW?**  **What questions would you ask?**   |  | | --- | |  | |  | |  | |  | |  |   **What are the risks? What should you avoid?**   |  | | --- | |  | |  | |  | |  | |  | |

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| ***Breakroom Incident*** |

**You just witnessed one of your Assistant Managers reprimanding a cashier in the breakroom around other employees for accusing a customer of shoplifting.**

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| **Which coaching model would be most appropriate? 30 Second or GROW?**  **What questions would you ask?**   |  | | --- | |  | |  | |  | |  | |  |   **What are the risks? What should you avoid?**   |  | | --- | |  | |  | |  | |  | |  | |