

vCTSL

- Scenario-based, facilitator-led virtual training sessions
- Technology-based microlearning
- Online skill-building

From technology to the economy to public health crises, there are plenty of factors outside the control of today's commercial tire store managers. The one thing they can influence? People.

Virtual Commercial Tire Store Leadership (vCTSL) develops the interpersonal skills managers need to create connections, coach, and retain associates who consistently deliver exceptional performance and memorable customer experiences. By learning practical techniques drawn from our national research, your store managers, assistants, and leads will be able to apply proven strategies to keep their teams engaged, inspired, and productive no matter what challenges or surprises may come their way.



Eight two-hour sessions

Cost: \$750 per participant (includes virtual facilitation, DiSC®, and 90-day post-training microlearning)

SESSION 1: Role of the Leader	SESSION 2: Role of the Leader (cont'd)	SESSION 3: Discovering Your Leadership Style	SESSION 4: Communication Skills
<ul style="list-style-type: none"> • Motivation Cycle • Flexing Leadership Roles 	<ul style="list-style-type: none"> • Leading vs Managing • Assessing the Team 	<ul style="list-style-type: none"> • Online Personalized DiSC® Communication Style Report 	<ul style="list-style-type: none"> • Mastering the Four Critical Communication Skills

PERFORMANCE SITUATIONS

Combination of microlearning prework, virtual facilitation for a deeper dive, and individual practice with real-world scenarios, plus three levels of daily reminder microlearning via mobile app, with retention questions:

<p>SESSION 5: Setting Performance Expectations</p> <p>Part of onboarding, ensuring every associate knows the standards, training, and evaluation used to make sure they're successful in their new position.</p>	<p>SESSION 6: Improving Below Standard Performance</p> <p>Helping associates who are struggling with poor performance identify and solve problems so they can get back on track and be more motivated.</p>
<p>SESSION 7: Effective Floor & Field Supervision</p> <p>Using guideposts and tools to read cues and respond appropriately and make strategic decisions that impact associate performance and customer experience.</p>	<p>SESSION 8: Coaching in Real Time</p> <p>When choosing to give immediate feedback about selling and service, a 3-step coaching strategy that associates can commit to and use quickly.</p>

BEFORE THE SESSIONS

- **Everything DiSC® Online Survey:** Foundation for learning, application, and change.
- **Communication Skills Microlearning with Level 1 Questions:** Applied to all modes of communication store leaders use.

AFTER THE SESSIONS

- **Microlearning:** 90-day mobile app with gamification and competitive leader board to maximize application and retention.

PROGRAM DATES

- February 15, 17, 22, 24, March 1, 3, 8 & 10
- 1PM - 3PM Eastern Time
- May 3, 5, 10, 12, 17, 19, 24 & 26
- 10AM - Noon Eastern Time
- September 12, 14, 19, 21, 26, 28, Oct. 3 & 5
- 10AM - Noon Eastern Time

COMMERCIAL TIRE STORE LEADERSHIP TRAINING REGISTRATION FORM



WAYS TO REGISTER

MAIL

Tire Industry Association
1532 Pointer Ridge Place, Suite G
Bowie, MD 20716-1883

PHONE

301.430.7280
800.876.8372

FAX

301.430.7283

EMAIL

choogenboom@tireindustry.org

WEBSITE

www.tireindustry.org
Click on Training

ATTENDEE INFORMATION

Name _____ Job Title _____

Company _____ Yrs. Experience _____

Address _____

City _____ State _____ Zip+4 _____

Country (if other than U.S.) _____

Phone _____ E-mail _____

CLASS TUITION & SCHEDULE

The Commercial Tire Store Leadership Training is delivered via eight (8) virtual Zoom sessions of two hours each. The cost is \$750 per person and includes pre-engagement and 90 days post-training microlearning reinforcement.

Please select your program dates below:

- February 15, 17, 22, 24, March 1, 3, 8 & 10
- May 3, 5, 10, 12, 17, 19, 24 & 26
- September 12, 14, 19, 21, 26, 28, October 3 & 5

Tuition \$750

Within one week of registering, you will receive confirmation from TIA. Login information will be provided by MOHR Retail.

METHOD OF PAYMENT

- Check (Make payable to TIA)
- VISA MasterCard AMEX
- Invoice me. My company's PO authorization number for this transaction is _____

Credit Card Number _____ Expiration Date ____/____/____ CVV Code _____

Card Holder Name (please print) _____ Card Holder Signature _____

TIA USE ONLY

INVOICE # _____ CONF # _____



MOHR RETAIL

Dear CTSL Participant,

Welcome, we're glad you are here! The **Commercial Tire Store Leadership (CTSL)** program that you are participating in contains skills and strategies successfully used by literally thousands of managers to maximize productivity. Store Managers frequently tell us that using the training they are able to get more done with less, develop associates more quickly and drive sales by creating more accountability for solving problems that allows them time to focus on more strategic issues in their stores.

We have worked hard to glean the best research and ideas about what makes a store management team successful in people management from retailers around the country and translate that into a compelling, easy to use training program. The tools, information, and content of the **CTSL** program are brought to you for your personal use. We are confident it will be extremely valuable to you immediately back on the job. We encourage you to use whatever you learned from this program along with any tools provided to your personal advantage.

We also ask that you do not duplicate, share, or otherwise use all or any part of this material to augment any other program or to teach other peers and direct reports back at your company. The fees paid by your company represent individual tuition. Benefits that others might gain should be through their own participation in one of our on-site or public sessions. Please have them or someone from your company contact us at the options below to schedule additional managers who are interested in attending this program.

Please sign to your understanding and return with your registration. Thank you for your integrity and understanding. Have a great session.

CEO, MOHR Retail

Print Name & Membership Company

Sign & Date here