

Start With the End in Mind: Positive Communication with Shoppers

VILT Facilitator's Guide

Producer: Pre-work	<ul style="list-style-type: none">● Review PowerPoint slides from "Start With The End In Mind: Positive Communication with Shoppers"
	<ul style="list-style-type: none">● On Slide 6 there is a Slido poll/Word Cloud. Set this up ahead of time:<ul style="list-style-type: none">○ Log into Slido○ Click on "+Create Slido"○ Provide date and name it○ Choose "Word Cloud"○ Enter in question: What makes you angry or frustrated when shopping?○ Choose a shopping photo for the graphic (see slide image reference below)○ Click Save. Test the event before the VILT.○ Save a screen shot of the blank Word Cloud screen after set up (like the placeholder) and insert into PPT
	<ul style="list-style-type: none">● There is a video and then breakout room chat on slide 11 (page XX of this guide). Collaborate with the Facilitator to decide if participants should be put into specific pairs or if they can be chosen at random.<ul style="list-style-type: none">○ Preview video to make sure it runs and sound is clear.○ Have a Zoom timer ready for this activity.
	<ul style="list-style-type: none">● There is a video to present that is embedded in the PPT on slide 17 (page XX of this guide).<ul style="list-style-type: none">○ Preview video to make sure it runs and sound is clear.
	<ul style="list-style-type: none">● There is a Wordwall Spin The Wheel activity on slide 20 (page XX of this guide). Set this up ahead of time:<ul style="list-style-type: none">○ Open Wordwall site and login (www.wordwall.net)○ "Create activity" (upper right corner)○ Enter in scenarios in each field and choose the "Random Wheel" option and save.○ Open before the VILT to test it.
	<ul style="list-style-type: none">● There is a Family Feud-style game with 2 teams on Slide 24 (page XX of this guide)

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	<ul style="list-style-type: none">○ Breakout rooms will be used for teams to discuss and compile answers: Collaborate with the Facilitator to decide if participants should be put into specific groups or if they can be chosen at random.○ Have a Zoom timer ready for this activity.○ When teams reconvene in Main room, a whiteboard will be shared to view and discuss answers.○ Prepare whiteboards (3 boards; one for each question)<ul style="list-style-type: none">▪ Click “Whiteboard” on bottom panel inside the Zoom meeting.▪ Click “New Whiteboard.”▪ Select “Collaborating” option.▪ Click “Create.”▪ Type first survey question onto blank screen at the top and divide into 2 columns▪ Choose a sticky note color for each team. (repeat those colors for each of the three boards).
	<ul style="list-style-type: none">● Please pay attention to the waiting room to let late learners in and monitor the chat during the course for any outlier questions that pop up. It is your responsibility to watch the participants during the training for any issues or concerns. Participant instructions should use the “Raise Hand” reaction if they would like to speak.
	<ul style="list-style-type: none">● Record Zoom meeting when training begins.
	<ul style="list-style-type: none">● Allow facilitator control to advance slides/animations
	<ul style="list-style-type: none">● Be prepared to share your screen for the following activities: Slido poll- slide 6, Video screening- slide 17, Spin the Wheel game- slide 20, Family Feud game- slide 24.

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	<ul style="list-style-type: none"> The participants will need to print the participation guide before the VILT starts. Make sure they have been sent out of couple days prior to the live course.
Facilitator Pre-Work:	<ul style="list-style-type: none"> This is part 2 of a blended learning experience. All participants must complete the eLearning module “Start With the End in Mind: Positive Communication with Shoppers” before beginning this part of the course.
	<ul style="list-style-type: none"> This guide was developed for the purposes of delivering this course via Zoom, but it can also be used for an in-person classroom training with the following considerations: <ul style="list-style-type: none"> Breakout room activities will need to be adapted to fit the classroom environment. Questions will be posed directly to participants. Questions will be made directly to participants rather than by using polling tools/chat box/online whiteboard
	<ul style="list-style-type: none"> Open the PowerPoint file associated with this guide and review start to finish.
	<ul style="list-style-type: none"> Share the PowerPoint application and ensure that the <i>Zoom Attendees</i> and <i>Chat</i> panels are visible.
	<ul style="list-style-type: none"> Some key talking points and questions are included in this guide but be prepared to add your own commentary and questions as well.
	<ul style="list-style-type: none"> Aim towards generating a response from the participants at least once every five minutes; this will keep them engaged and will encourage them to follow along closely. The participants may use the interactive tools such as a hand raise, thumbs up/down, and chat box.
	<ul style="list-style-type: none"> Rehearse timing and practice sharing screen with producer.
	<ul style="list-style-type: none"> Collaborate with producer to determine breakout room groups/sizes.

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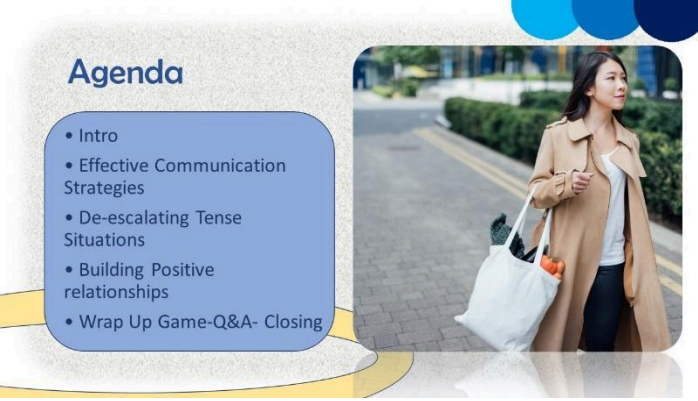
- Make producer cohost to enable them to share screen and other admin functions as needed.

Session # 1		
Slides	Approximate Timing	Topic
1-6	8 min	Welcome, Agenda, Ground Rules, Review, Learning Objectives, Poll
7-13	20 min	Effective Communication Strategies with Customers
14-20	25 min	De-escalating Heated Situations
21-22	6 min	Building Positive Relationships
23-26	19 min	Final Game/Review/Wrap up
Total:	78 min Total	

Slide#) Duration	Slide	Facilitator Notes	Producer Notes
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1) 1 min	 <p>Start With The End in Mind: Positive Communication With Shoppers</p> <p>Part 2 VILT</p>	<p>DO:</p> <ul style="list-style-type: none"> - Introduce yourself and the producer <p>SAY:</p> <ul style="list-style-type: none"> - Hello and welcome! <p>EXPLAIN:</p> <ul style="list-style-type: none"> - The producer's role. 	<p>SAY:</p> <ul style="list-style-type: none"> - Greet early participants as needed, letting them know the session will begin shortly - Remind participants to have participation guide printed and ready for notes and to have something to write with.
2) 1 min	 <p>Agenda</p> <ul style="list-style-type: none"> • Intro • Effective Communication Strategies • De-escalating Tense Situations • Building Positive relationships • Wrap Up Game-Q&A- Closing 	<p>DO:</p> <ul style="list-style-type: none"> - Go over the agenda <p>SAY:</p> <ul style="list-style-type: none"> - Welcome and thank everyone - Remind participants that that they should have completed part 1, eLearning module and today is Part 2. - Tell participants that this part covers best practices communicating to shoppers and turning heated situations around into a positive experiences for them. - Encourage them to take notes on participation guide they were emailed prior to the VILT module. 	<p>DO:</p> <ul style="list-style-type: none"> - Monitor the waiting room for any late arrivals.


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3) 1 min	 <p>Ground Rules</p> <ul style="list-style-type: none"> • Please silent phones • Please do not take calls • Please engage in activities • Okay to eat/drink, but be respectful • Please stay muted unless you are sharing • Please leave cameras open 	<p>DO:</p> <ul style="list-style-type: none"> - Review the housekeeping guidelines on this slide. <p>SAY:</p> <ul style="list-style-type: none"> - Review the ground rules. <p>ASK:</p> <ul style="list-style-type: none"> - Participants if they see the chat feature. - Participants to keep cameras open, but sound muted. 	<p>DO:</p> <ul style="list-style-type: none"> - Mute participants as needed to avoid distracting audio. - When prompted, type something in the chat to show learners how the chat box works.
4) 2 min	 <p>eLearning Review</p> <ul style="list-style-type: none"> • Explain customers goals • List ways they may become angry • Apply strategies to stay calm 	<p>SAY:</p> <ul style="list-style-type: none"> - Emphasize that this is a brief review of what they have learned from the eLearning so they can utilize the prior knowledge in this live class. - Read the Learning Objectives from the eLearning module on screen. <p>DO: Review the bullet points, click for each one to appear</p>	<p>DO:</p> <ul style="list-style-type: none"> - Ensure questions in the chat are being addressed.

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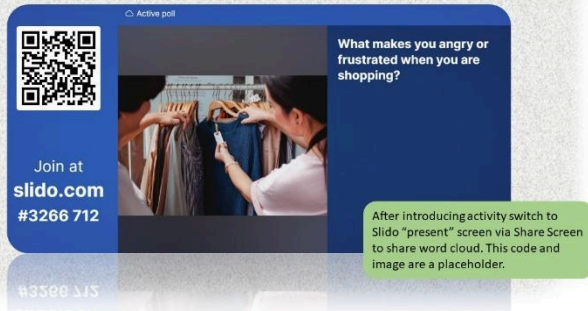
<p>5) 2 min</p>	<div><h3>Learning Objectives</h3><ul style="list-style-type: none">• Demonstrate effective, empathetic communication• Indicate best de-escalating techniques to pivot the situation and mitigate anger• Give examples of positive ways to build strong relationships</div>	<p>SAY:</p> <ul style="list-style-type: none">- Share that these are today's objectives for the VILT.- Remind participants that they will be able to have a clearer understanding of these skills by the end of the course today.- Encourage them to take notes on the job aid. <p>DO:</p> <ul style="list-style-type: none">- Review the bullet points, click for each one to appear	<p>DO:</p> <ul style="list-style-type: none">- While Facilitator is reviewing this, be you're you have a tab open for Slido poll.- Click on the preset Word Cloud activity for "What Makes you Angry or Frustrated When Shopping?" and go into Present mode.- Post a link in chat and the poll code for the "What Makes you Angry When Shopping?" Slido page for another option to access.
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6) 2 min

Slido Poll



SAY:

Tell participants you are going to start with a quick ice breaker and to:

- Scan the QR code and respond to the question.
- Or go to slido.com on your own devices and use the code _____
- Then enter your answer.

EXPLAIN:

- Once everyone responds to the question, a word cloud will be created with the answers.
- Make sure you hit Submit at the bottom after entering your answer.
- You will have just a min, starting now

DO:

- Review the outcome and keywords generated and discuss commonalities to briefly to encourage participants to see themselves in the upcoming scenarios.

SAY:

- Tell them to notice the largest terms and words are the ones with the most entries. (mention them here)
- Tell participants this is important to be aware of so you can be mindful during your own interactions with shoppers.

- Share Screen to show the Slido page so that participants can see it in real time.

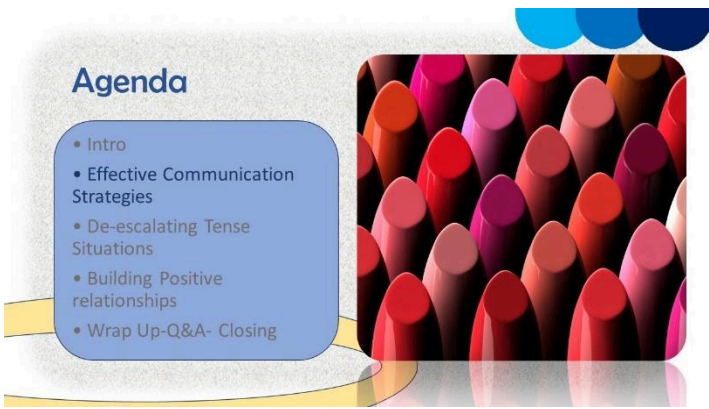

- Keep track of time using the timing instructions provided.

- Allow 30 seconds to 1 min for Learners to place their responses into the word cloud by setting the timer.

- Grab a screen shot of the Slido word cloud so the ideas that are shared can be sent out after the course.

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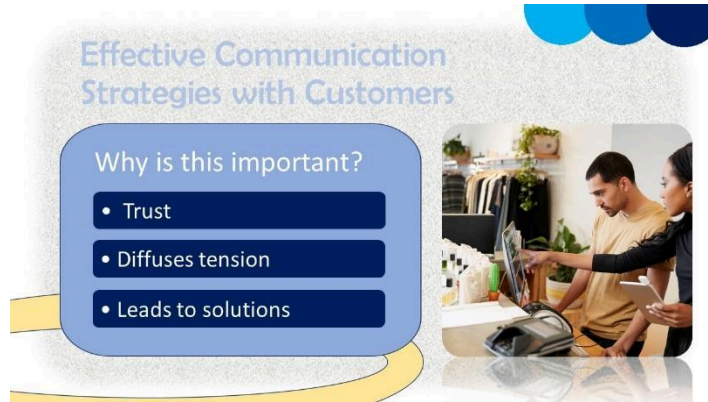
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7) 1 min	 <p>Agenda</p> <ul style="list-style-type: none"> • Intro • Effective Communication Strategies • De-escalating Tense Situations • Building Positive relationships • Wrap Up-Q&A- Closing 	<p>SAY:</p> <ul style="list-style-type: none"> - Present the first section of new content. 	<p>DO:</p> <ul style="list-style-type: none"> - Ensure questions in the chat are being addressed.
8) 1 min	 <p>Effective Communication Strategies with Customers</p> <p>Active Listening: The act of truly listening to not only the words, but the emotion, perspective, and needs of another person.</p>	<p>SAY:</p> <ul style="list-style-type: none"> - Why it's important to understand what active listening is. - That the goal is to effectively help shoppers find the products they are looking for and be excited to come back <p>DO:</p> <ul style="list-style-type: none"> - Present and read this definition to the group. 	<p>DO:</p> <ul style="list-style-type: none"> - Ensure questions in the chat are being addressed.

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9) 2 min



SAY:

- Tell participants why active listening is so important: It builds trust, diffuses tension and leads to solutions.

- Encourage them to take notes on participation guide.

DO:

- Review the bullet points, click for each one to appear.

EXPLAIN:

- How you build trust by helping shoppers choose products they need and want and by being sensitive to how they spend their money. They rely on you to understand them.

- Shopping can be tense! You are able to share great ideas that fit their needs if you are actively listening.


- That these ideas solve problems for shoppers and that makes them happy and satisfied.

DO:

- Ensure questions in the chat are being addressed.


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10) 3 min	 <p>The graphic titled "Effective Communication Strategies with Customers" features a blue header and a list of techniques for being an active listener. The techniques are organized into two columns within a rounded rectangle.</p> <p>Effective Communication Strategies with Customers</p> <p>Techniques to Being an Active Listener</p> <ul style="list-style-type: none">• Full Attention• No Interrupting• No Judgement• Verbal/Non-Verbal Cues• Recognize Concern• Show Empathy• Focus On Needs• Ask to Clarify	<p>DO:</p> <ul style="list-style-type: none">- Review the bullet points, click for each one to appear. <p>SAY:</p> <ul style="list-style-type: none">- [CLICK] Give your full attention and look them in the eye.- [CLICK] Do not interrupt: let them explain what they need to.- [CLICK] Do not judge their interest and desires and stay neutral about your taste; it isn't about you.- [CLICK] Give them some verbal and nonverbal cues that you are focused, like nodding your head or saying very short affirmative statements like, "h yes, I understand what you mean..."- [CLICK] Recognize the concern they have for finding the right products.- [CLICK] Show empathy if they share a story that is frustrating or upsetting- like having to search so many stores to find the right blouse or pants, etc.- [CLICK] Continue to focus on their needs and do not get personal and share your	<p>DO:</p> <ul style="list-style-type: none">- Ensure questions in the chat are being addressed.- Remind the facilitator if any are left unanswered.
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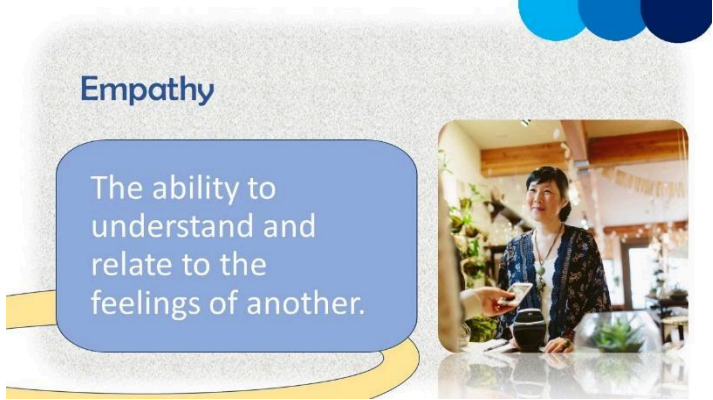
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		<p>preferences that steer them in a different direction.</p> <p>- [CLICK] Always ask to clarify if you are not certain- those specific questions show you care.</p> <p>ASK: If there any questions or concerns or anything to clarify before continuing?</p>	
11) 7 min	 <p>Video & Breakout Room Chat</p> <ul style="list-style-type: none"> Watch the video and observe the conversation for active listening. Discuss the video with a partner in breakout rooms. What was done well? What could have been improved? 	<p>SAY:</p> <ul style="list-style-type: none"> - We're going to practice active listening. - After watching this short video of a conversation, you will move to a breakout room to share thoughts and ideas about the active listening you saw between the two. <p>EXPLAIN:</p> <ul style="list-style-type: none"> - Partners can share ideas of the strengths and weaknesses they saw and what could have been done to improve the conversation. - They have about 3 min <p>DO:</p> <ul style="list-style-type: none"> - Review the activity on screen, click for each step to appear. 	<p>DO:</p> <ul style="list-style-type: none"> - While Facilitator is introducing the activity, get the breakout rooms ready in Zoom by assigning pairs of participants to rooms - Click on Share Screen after Facilitator introduces activity, then click on the Advanced tab at the top and share Computer Sound, then Share. - It should not share a screen but only the sound for the embedded video.

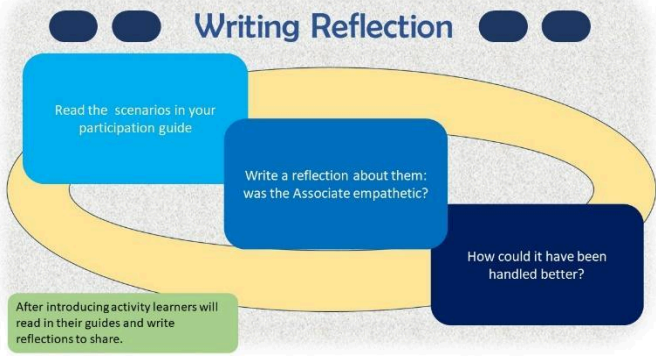
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		<ul style="list-style-type: none"> - [CLICK THE PLAY BUTTON] play the embedded example video - NOTE: It is about 4 minutes long. 	<ul style="list-style-type: none"> - Make sure to set a timer once the rooms have been opened - Guide any participants who are not leaving the main room to join their partner in breakout room. - Address any technical issues that participants encounter. - Close breakout rooms about a min before since it gives them a 60 second buffer to return to the main room.
12) 1 min		<p>SAY:</p> <ul style="list-style-type: none"> - How important empathy is that that it does not mean that we have been through the exact same scenario, but that we understand where they are coming from and we can relate to their feelings. - It can be shown through many emotions (joy, excitement or perhaps frustration or anger) <p>DO:</p>	<p>DO:</p> <ul style="list-style-type: none"> - Ensure questions in the chat are being addressed.


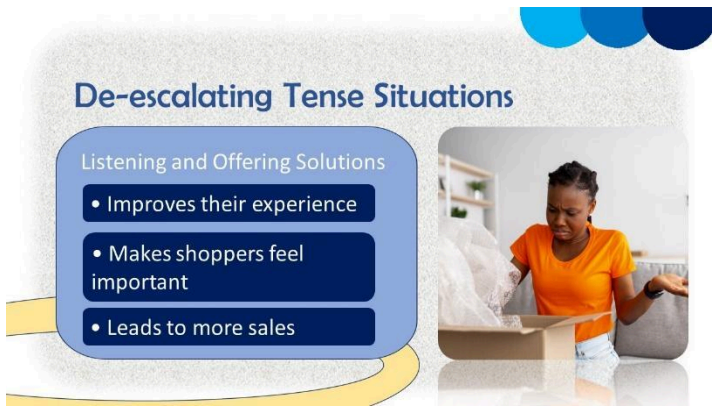
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		<ul style="list-style-type: none"> - Present and read this definition to the group 	
13) 5 min	 <p>The diagram illustrates a 'Writing Reflection' activity. It features a central yellow oval with three blue boxes inside it. The top box says 'Read the scenarios in your participation guide.' The middle box says 'Write a reflection about them: was the Associate empathetic?' The bottom box says 'How could it have been handled better?'. A green box at the bottom left states 'After introducing activity learners will read in their guides and write reflections to share.' The title 'Writing Reflection' is at the top in blue, flanked by four dark blue circles.</p>	<p>SAY:</p> <ul style="list-style-type: none"> - Tell them we will take a couple minutes to read and reflect on a scenario. - Please look at your participation guide. - Tell them to read through the scenarios and use the space provided to reflect on how the Associate did or did not show empathy to the shopper. <p>EXPLAIN:</p> <ul style="list-style-type: none"> - That if they did not show empathy they should write about what could have been done better. <p>DO:</p> <ul style="list-style-type: none"> - Review the activity on the slide, click for each one to appear and let learners read and write. <p>ASK: (after a min or so):</p> <ul style="list-style-type: none"> - If anyone would like to share their responses 	<p>DO:</p> <ul style="list-style-type: none"> - While Facilitator is introducing the activity, post a reminder in the chat for everyone to use their participation guide to write their reflection.

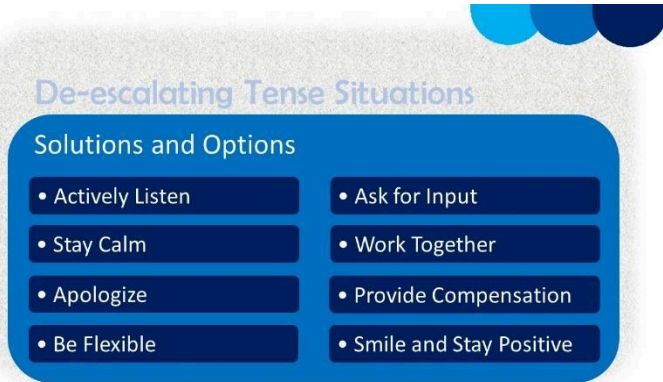
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14) 1 min		<p>SAY:</p> <ul style="list-style-type: none">- Present the second section of new content <p>EXPLAIN:</p> <ul style="list-style-type: none">- How frustrating situations can escalate quickly, especially during the holiday season.	<p>DO:</p> <ul style="list-style-type: none">- Ensure questions in the chat are being addressed.
15) 3min		<p>SAY:</p> <ul style="list-style-type: none">- Tell participants that when you find a time that a situation is becoming heated and tense, it is vital to diffuse this situation and de-escalate asap! <p>EXPLAIN</p> <ul style="list-style-type: none">- Why? <p>DO:</p> <ul style="list-style-type: none">- Review the bullet points, click for each one to appear <p>SAY:</p> <ul style="list-style-type: none">- [CLICK] When we solve their problem, we improve their experience and release tension.- [CLICK] It makes shoppers feel important and cared for: this is our role as an	<p>DO:</p> <ul style="list-style-type: none">- Ensure questions in the chat are being addressed.

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		<p>associate: to help shoppers find what they want and enjoy their time in the store.</p> <p>- [CLICK] When shoppers are happy they tend to buy more and we can easily upsell as well. It is a win for everyone.</p> <p>- Tell participants we will take a closer look at best de-escalating techniques to pivot the situation.</p>	
16) 5 min		<p>SAY:</p> <p>- Tell participants that knowing what your options are at a moment's notice helps mitigate tension fast pivots to a more productive interaction.</p> <p>- Encourage them to take notes on the participation guide.</p> <p>DO:</p> <p>- Review the bullet points, click for each one to appear.</p> <p>SAY:</p> <p>- [CLICK] Actively listen and use those skills learned from the previous section of our training.</p>	<p>DO:</p> <p>- Ensure questions in the chat are being addressed.</p> <p>- Remind the facilitator if any are left unanswered.</p>



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		<ul style="list-style-type: none">- [CLICK] Stay calm- even when the shopper is not! You need to be the voice or reason and solutions.- [CLICK] Apologize and show empathy- this let's them know you care!- [CLICK] Be flexible and open to all that they say- [CLICK] Ask for input from them- how can I help you with this situation?- [CLICK] Work together to find products they do like and ask more questions to dig deeper and discover a new interest.- [CLICK] If appropriate, offer compensation for their inconvenience and trouble in the form of a coupon or on-the-spot-discount at the register.- [CLICK] Always stay positive throughout your conversation and smile- it will show in your attitude as well. <p>ASK: If there any questions or concerns or anything to clarify before continuing.</p>	
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17) 3 min	 <p>After learners watch the video share a whiteboard screen to collaboratively add sticky notes to reflect on what they saw</p>	<p>SAY:</p> <ul style="list-style-type: none"> - Tell them we are going to take a couple minutes to watch a video about a shopping scene between an associate and a shopper. - Please watch carefully and think about what went well and what could have been handled differently. - They will share ideas in just a minute on the whiteboard. <p>DO:</p> <ul style="list-style-type: none"> - Review the activity on the screen and [CLICK THE PLAY BUTTON] play the embedded example video - NOTE: It is about 2 minutes long. 	<p>DO:</p> <ul style="list-style-type: none"> - Click on Share Screen after Facilitator introduces activity, then click on the Advanced tab at the top and share Computer Sound, then Share. - It should not share a screen but only the sound for the embedded video.
18) 5 min	 <p>Learners can drop comment in the chat as these prompts come up to reflect on video</p>	<p>SAY:</p> <ul style="list-style-type: none"> - Tell participants that you want their feedback. - Drop comments in the chat. - [CLICK] What do you feel was done well between the associate and the shopper? <p>DO:</p>	<p>DO:</p> <ul style="list-style-type: none"> - Help monitor chat as needed

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		<p>- Wait for responses to appear in the chat and comment or encourage some brief discussion.</p> <p>SAY:</p> <p>- [CLICK] What do you feel needed to be improved?</p> <p>DO:</p> <p>- Wait for responses to appear in the chat and comment or encourage some brief discussion.</p>	
19) 3 min	 <p>Deescalating Heated Situations</p> <p>Call the Supervisor?</p> <ul style="list-style-type: none"> • Customer Request • Raised Voices • Policy Exception • Threatening Language • Insistence • Anything Physical 	<p>ASK:</p> <p>- When would it be necessary to call a supervisor or reinforcements.</p> <p>- Encourage them to take notes on the participation guide.</p> <p>DO:</p> <p>- Review the bullet points, click for each one to appear.</p> <p>SAY:</p> <p>- [CLICK] When the shopper requests to speak to a supervisor, and you have already done all you can, it is best to comply.</p>	<p>DO:</p> <p>- Ensure questions in the chat are being addressed.</p> <p>- Remind the facilitator if any are left unanswered.</p> <p>- While Facilitator is presenting this slide, open the prepared Wordwall activity, "Call The Supervisor?" and prepare to share screen:</p>


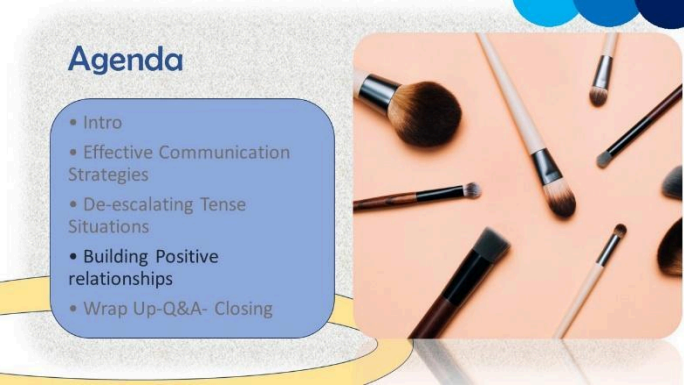
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		<ul style="list-style-type: none">- [CLICK] If a shopper is asking for a policy exception that is beyond your purview or a large-scale change, it is best to involve a supervisor.- [CLICK] If a shopper insists right away to speak to a supervisor, and things have already been tense, it is best to comply here as well.- [CLICK] When tension mounts and starts to escalate, it is natural for us to raise our voice. Stay calm, but let the shopper know you will be happy to get a supervisor to help.- [CLICK] Anytime you hear threatening language, contact a supervisor right away to mitigate the situation. It means frustration and anger have already settled in.- [CLICK] The same situation applies to anything physical in anyway- this could mean being rough with the merchandise or even if the shopper is in your personal space. <p>ASK:</p> <ul style="list-style-type: none">- If there any questions or concerns or anything to clarify before continuing.	
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<p>20) 5 min</p>		<p>SAY:</p> <ul style="list-style-type: none"> - Tell them we are playing a game: - We will spin the wheel, read the scenario and indicate if it is necessary to call the supervisor given the situation! - Add your comments to the chat, by typing "Call" or "No call". <p>DO:</p> <ul style="list-style-type: none"> - Spin the wheel, pause for reply, eliminate that scenario by clicking "eliminate" on screen, spin again by clicking "resume." 	<p>DO:</p> <ul style="list-style-type: none"> - Click on Share screen, choose the tab for Wordwall, then, Advanced and then Portion of Screen - Click Share and adjust the portion window as needed to display the game. - Monitor the chat as game continues
<p>21) 1 min</p>		<p>SAY:</p> <ul style="list-style-type: none"> - Present the title of the last section of new content - Tell participants it is important to close with a positive exchange. <p>EXPLAIN:</p> <ul style="list-style-type: none"> - This is an important part of their time with a shopper once you have expressed empathy and diffused any heated situations. 	<p>DO:</p> <ul style="list-style-type: none"> - Ensure questions in the chat are being addressed.

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22) 5 min

Building Positive Relationships

- Actively Listen
- Smile
- Make Eye Contact
- Be Mindful of Your Tone
- Compliment and Praise
- Use Positive Language
- Maintain Balance
- Respect Differences
- Focus on Solutions
- Be Gracious

SAY:

- Encourage them to take notes on the participation guide.

DO:

- Review the bullet points, click for each one to appear.

SAY:

- [CLICK] Again actively listening is everything! It leads to positivity, and it is always a win-win, so it shows up everywhere.
- [CLICK] Smile. Positive tones in your voice can be heard through a smile!
- [CLICK] Make good eye contact to fully engage with the shopper.
- [CLICK] Keep your tone light and happy-the goal is to be helpful and again, find solutions to their shopping needs.
- [CLICK] Adding compliments and praise into your conversation always lightens the mood and makes for a good connection.
- [CLICK] Choose to use positive words like, "I'll do my best..." or "This is a great

DO:

- Ensure questions in the chat are being addressed.
- Remind the facilitator if any are left unanswered.

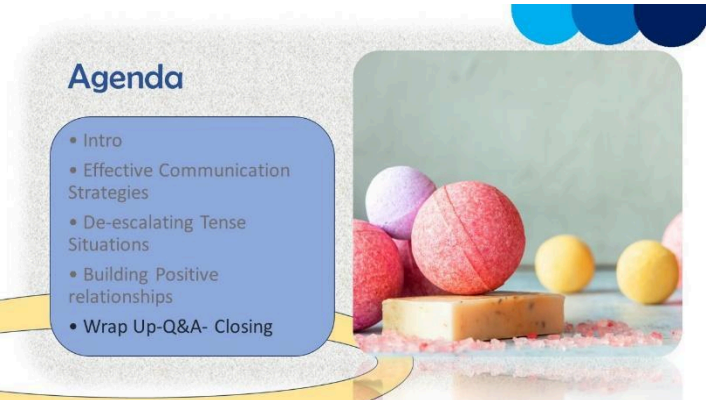
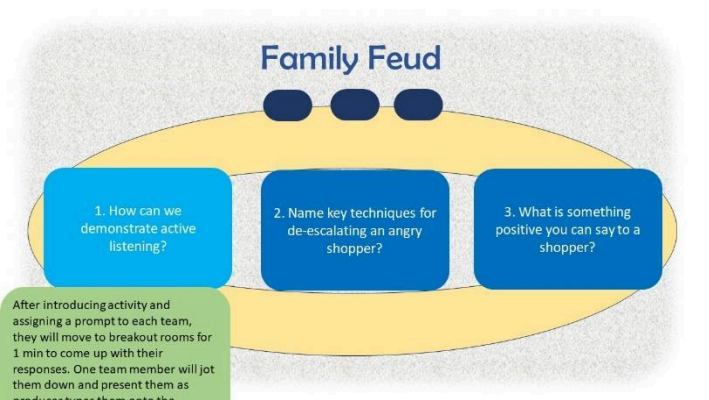
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		<p>option too.” or “Of course, we want to find the best one for you!”</p> <ul style="list-style-type: none">- [CLICK] Maintain balance in the conversation but letting the shopper provide ideas as well.- [CLICK] Respect the fact that he/she may not be interested in your idea. Move on and ask questions that can lead you to something more along the lines of what they want.- [CLICK] Stay the course on finding shoppers what they need- stay solution oriented.- [CLICK] Show gratitude and respect at all times. This is good practice for any positive relationship. <p>ASK:</p> <ul style="list-style-type: none">- If there any questions or concerns or anything to clarify before continuing.	
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23) 1 min	 <p>Agenda</p> <ul style="list-style-type: none">• Intro• Effective Communication Strategies• De-escalating Tense Situations• Building Positive relationships• Wrap Up-Q&A- Closing	<p>SAY:</p> <ul style="list-style-type: none">- Tell participants we are going to close with a game to review what we have learned and take time for a few questions before closing out.	<p>DO:</p> <ul style="list-style-type: none">- Ensure questions in the chat are being addressed.
24) 15 min	 <p>Family Feud</p> <ol style="list-style-type: none">1. How can we demonstrate active listening?2. Name key techniques for de-escalating an angry shopper?3. What is something positive you can say to a shopper? <p>After introducing activity and assigning a prompt to each team, they will move to breakout rooms for 1 min to come up with their responses. One team member will jot them down and present them as producers tune them onto the</p>	<p>SAY:</p> <ul style="list-style-type: none">- Tell participants this game will be played family-feud style and explain how it works. <p>EXPLAIN:</p> <ul style="list-style-type: none">- We will split you into two groups.- They will read a question as you see above [CLICK ONCE].- There will be three questions total.- Teams will move into breakout rooms and discuss all possible good answers and one person will be the captain and write out the list.	<p>DO:</p> <ul style="list-style-type: none">- While Facilitator is introducing the activity, divide participants into two teams for breakout rooms and jot down a color for each team (for your reference for the sticky notes on whiteboard).- Send them to rooms once Facilitator has explained everything and given the prompt to move.

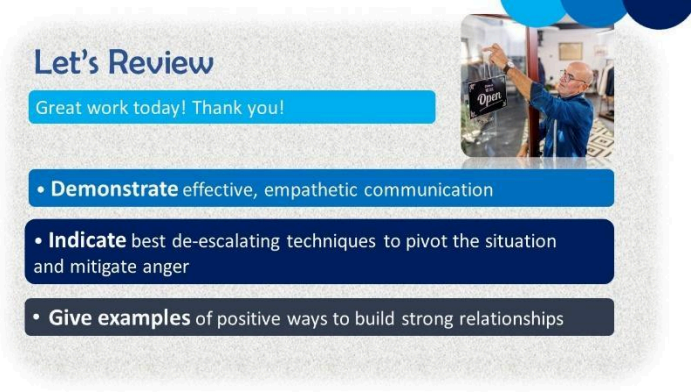
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		<ul style="list-style-type: none"> - We are looking for as many correct answers as possible. - The captain will share answers back here in the main room and the other team can respond if there are other ideas not mentioned. - We will meet back here in one minute so you have to be fast! <p>DO:</p> <ul style="list-style-type: none"> - Review the activity on the screen and give the prompt to the teams - [CLICK] to show "How can we demonstrate active listening?" <p>SAY: Ask to share responses:</p> <ul style="list-style-type: none"> - Team 1: what answers do you have? - Team 2: anything they missed? - Tell them we will return to the breakout rooms for the next prompt. - Team 2 can share out first for question 2. <p>DO:</p>	<ul style="list-style-type: none"> - While teams are in breakout rooms, set up the whiteboard screen: - Click on Whiteboard at the bottom of the Zoom screen, New Board, Collaborating and then type in 2 text boxes: Team 1 and Team 2. - Draw a vertical line to divide the board into two columns. - Copy and paste the first prompt onto the screen and use one color of sticky notes to show answers as called out by team 1. - Then use another color of sticky notes for team 2's answers if they have any new or additional responses. - Repeat this process for the two other questions.
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		<ul style="list-style-type: none"> - Send teams to breakout rooms for question one, then repeat for questions two and three. 	
25) 2 min	 <p>Let's Review</p> <p>Great work today! Thank you!</p> <ul style="list-style-type: none"> • Demonstrate effective, empathetic communication • Indicate best de-escalating techniques to pivot the situation and mitigate anger • Give examples of positive ways to build strong relationships 	<p>SAY:</p> <ul style="list-style-type: none"> - Commend them for great work and recap the learning objectives - [CLICK] Demonstrate effective, empathetic communication - [CLICK] Indicate best de-escalating techniques to pivot the situation and mitigate anger - [CLICK] Give examples of positive ways to build strong relationships with shoppers <p>DO:</p> <ul style="list-style-type: none"> - Review the bullet points, click for each one to appear <p>ASK:</p> <ul style="list-style-type: none"> - If there any questions or concerns or anything to clarify before wrapping up. 	<p>DO:</p> <ul style="list-style-type: none"> - Ensure questions in the chat are being addressed. - Remind the facilitator if any are left unanswered.

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<p>26) 1 min</p>	 <p>Start With The End in Mind: Positive Communication With Shoppers</p> <p>Part 2 VILT</p> <p>Thank You for Joining Us!</p>	<p>DO:</p> <ul style="list-style-type: none">- Thank everyone and congratulate them! <p>SAY:</p> <ul style="list-style-type: none">- Congratulate everyone and thank them for being here. Tell them you appreciate their hard work to make the store successful! <p>DO:</p> <ul style="list-style-type: none">- End meeting	<p>DO:</p> <ul style="list-style-type: none">- Ensure questions in the chat are being addressed.
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