

Directions: Use this training agenda as a guide for conducting and completing the job coach training. All topics included in this agenda must be covered during training. However, the specific day within each week that coaches cover the various topics should be based on business need.

At the completion of the coach training, the store manager or designee will use the REDI evaluation (see the documents on StoreNet REDI page to be sure the manager is comfortable with the coach's or (coaches') understanding and competency in each area. If the store manager has concerns about the coach's or (coaches') abilities to train in a store, please contact the REDI Coordinator. **Some coaches will have skills and prior experiences in retail, which can shorten the amount of time needed to gain the level of skill that is needed for training in Walgreens stores. The evaluation completed for the coach(es) is for informational purposes only; it does not need to be submitted to the REDI Coordinator unless the coach is found to be unsuitable for training in a Walgreens store.

Training Agenda for Coaches

| Week 1 (In Store) | | Facilitator: Store Manager or EXA |
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| Topic | Material | |
| Welcome | <p>Welcome the coach(es) and introduce yourself.</p> <p>Ensure each coach has a Handbook (please provide one to those who do not have one).</p> <p>Describe the REDI Program and share the goals and objectives in the Handbook on Pages 4-7.</p> <p>Discuss the benefits to Walgreens and the local community.</p> <ul style="list-style-type: none"> • Well at Walgreens; healthy, happy creating value together. • Prepare and train qualified candidates with disabilities, creating connection to the community. • Create a pool of talent that can strengthen the team and add to our customer's positive experience <p>Cover the following topics in the Handbook.</p> <ul style="list-style-type: none"> • Store Tour Guide – Page 8 • Store Terms – Pages 9 - 11 • My Store Information – Page 22 | |
| Expectations | <p>Provide a Summary of what the coach(es) will learn.</p> <p>Describe your expectations of the coach. Review the policies for:</p> <ul style="list-style-type: none"> • Dependability • Dress Code | |

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| | <ul style="list-style-type: none"> • Personal Calls and Visits • Cell Phones • Bag Checks • Locker Checks • Disciplinary Process • Shoplifting • Working Off the Clock • Weapons • Drugs • Smoking • Providing information to Customers (only a pharmacist can counsel patients – employees, coaches, and externs cannot suggest medication). <p>Explain that the outcome of the training is for coach(es) to be able to train the externs on all applicable service clerk functions in the store.</p> |
| Safety | <ul style="list-style-type: none"> • Share the hotline number to call if coach(es) see or hear about any violations. 1 – 866-6NO-LOSS (866) 666-5677 • Be clear that while at Walgreens, coach(es) and externs will be held to the same standard as employees. <p>Review all Safety Standards in the Handbook on Page 13.</p> <ul style="list-style-type: none"> • Show a copy of the Emergency Actions Reference Booklet and tell coach(es) where the booklet is kept. • Explain all Safety and Evacuation Procedures. • Show the location of fire extinguishers and exits. • Review Lifting Techniques found on Page 38 in the Handbook. |
| Loss Prevention | <p>Review Loss Prevention Best Practices (Have LPS speak to coach(es), if available). Use Pages 19-21 in the Handbook as a guide to cover everything the coach needs to know.</p> |
| Roles and Responsibilities | <p>Describe the roles of:</p> <ul style="list-style-type: none"> • Store Manager • Executive Assistant Manager (EXA) • Store Employees (front cashier, beauty advisor, photo specialist, pharmacy technician, pharmacist) |
| Retail 101 | <p>By the end of the Retail 101 training, the coach(es) should be able to:</p> <ul style="list-style-type: none"> • Run the cash register (with a Walgreens employee present). • Stock and organize (face) the shelves. • Replace price tags/product descriptions (mylars). |

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| | <ul style="list-style-type: none"> • Receive the truck on Warehouse Day. • Merchandise (build table, end stand, set department). • Provide superior customer service. • Utilize a variety of interpersonal and social skills when working in the store. |
| Store Tour | <ul style="list-style-type: none"> • Describe the store; how it is laid out, how many people work there at a time and the total number of staff employed at the store. • Take a walking tour of the store; stop in every department and make sure the coach(es) get to meet all of the employees. • Encourage coach(es) to use the questions in the Handbook for the Store Tour Guide – Pages 7 - 8 to get familiar with the employees and what they do. • Help them understand the Store Hierarchy and who can answer specific questions as you tour the departments and meet people. • Also show coach(es) where the break room and bathrooms are and where the smoking area is (if allowed). • Show the coach where the lockers are and assign the appropriate locker(s) for their use. • Hand out a name tag with trainee label to each coach. • Provide door codes. • Explain that the coaches and externs will <i>not</i> be assigned a Cashier ID number. They must always work with an assigned service clerk on the Cash Register. Only employees are provided a Cashier ID number. Externs should never be left at the register <i>without</i> a responsible employee. • Instruct coach(es) to call both the store and the agency if they are sick or late. Provide them the telephone numbers and have them record it on the back page of their Handbook. • Explain when and where breaks will occur. |
| Customer Service | <p>Show introductory Walgreens Videos available on StoreNet.</p> <p>Discuss the Walgreen Vision, Mission, and Values in the Handbook on Page 1.</p> <p>Describe The Four-Way Test on Page 2 and how it is applied in the store.</p> <p>Describe the Customer Service Program goals, to:</p> |

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| | <ul style="list-style-type: none"> • Be aware of the Customer Service Brand Mantra. • Practice GOT Services: Greet the customer, Offer assistance and Thank the Customer. • Identify our service standards: Quality, Care, and Convenience. • Apply Customer Service Standards to deliver a superior customer experience. <p>Note: Use the separate Coach Materials for the Customer Service Module. You should always play the customer in practice activities with the coach.</p> <p>Review customer service with coach(es); add your own personal experiences.</p> <p>Have the coach(es) observe employees and ask them to identify examples of superior customer service.</p> |
| Evaluation | <ul style="list-style-type: none"> • Explain the purpose of the evaluation and other evaluation tools for customer service and social skills that they will be using. • Review how you will track the progress of each coach using the evaluation form. • (See StoreNet REDI page for evaluation materials.) Describe how coaches will work in the store to learn the tasks in a similar way that the externs will work. |
| Team Member Buddy | <p>Explain the following to the coach:</p> <ul style="list-style-type: none"> • Coaches <i>cannot</i> leave externs unsupervised while training at Walgreens during the training program. The coach or a Walgreens employee should <i>always</i> accompany externs. • All coaches and externs will be assigned a Walgreens Team Member to work with side-by-side on the register. • The Walgreens Team Member <i>must</i> maintain responsibility for the register at all times. • The Team Member buddy may vary as store staffing changes. • The following register tasks <i>cannot</i> be completed by the coach and/or extern unless they complete the required training. These are regulated products that require specific training which can be completed in the store during training hours. <ul style="list-style-type: none"> ○ Liquor (Beer/Wine) ○ Tobacco |

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| | <ul style="list-style-type: none"> ○ Pseudoephedrine Products ○ Food Stamps <p>Note: <i>Until appropriate training is completed, the assigned Team Member should complete the sale for the above listed products and form of payment and explain the steps they are completing to the coach and/or extern as they complete the task.</i></p> <ul style="list-style-type: none"> • The coach will be responsible to balance out the placement of the externs in the store. Rotate through the tasks each day in a way to ensure each extern has sufficient time to practice each skill. |
| Cash Register | <p><u>Tell</u> Explain the cash register function.</p> <p><u>Show</u> Coach to observe the cash register in use.</p> <p><u>Do</u> Coach runs cash register with employee (<i>never alone</i>).</p> |
| Stocking | <p><u>Tell</u> Explain what stocking is and how it should be done.</p> <p><u>Show</u> Coach observes employee stocking.</p> <p><u>Do</u> Coach stocks while employee observes and provides guidance.</p> |
| Facing | <p><u>Tell</u> Explain what facing is and how it is done.</p> <p><u>Show</u> Coach observes employee facing.</p> <p><u>Do</u> Coach faces while employee observes and provides guidance.</p> |
| Warehouse Truck Day | <p><u>Tell</u> Explain what “Warehouse Truck Day” is and how it is to be done.</p> <p><u>Show</u></p> |

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| | <p>Coach observes employee work the Warehouse Truck.</p> <p><u>Do</u></p> <p>Coach participates in Warehouse Truck Day while employee observes and provides guidance.</p> |
| Merchandising | <p><u>Tell</u></p> <p>Explain how merchandising is to be done.</p> <p><u>Show</u></p> <p>Coach observes employee build end stand, table, or display.</p> <p><u>Do</u></p> <p>Depending on need, the coach completes an end stand, table, or display while employee observes and provides guidance.</p> |
| Price Changes | <p><u>Tell</u></p> <p>Explain how price changes are done.</p> <p><u>Show</u></p> <p>Coach observes employee doing price changes.</p> <p><u>Do</u></p> <p>Coach does price changes while employee observes and provides guidance.</p> |
| Mylars | <p><u>Tell</u></p> <p>Explain what mylars are and how to update/replace them.</p> <p><u>Show</u></p> <p>Coach observes employee replace mylars.</p> <p><u>Do</u></p> <p>Coach replaces/updates mylars while employee observes and provides guidance.</p> |

| Week 2 (In-Store) | | Facilitator: Store Manager |
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| Topic | Material | |
| Observations | <ul style="list-style-type: none"> • Observe Store Manager (allow coach to follow you as you perform your normal duties). • Observe EXA (have coach follow the EXA as they perform their | |

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| | <p>normal duties).</p> <ul style="list-style-type: none"> • Observe Store Personnel (assign coach to a Head Photo Specialist and a Sr. Beauty Advisor and have them follow the employees as they perform their normal duties). |
| <p>Various Store Operations</p> | <p>Based on store needs, have coach perform any/all store functions from Week 1.</p> <ul style="list-style-type: none"> • Register • Facing • Truck • Mylars • Merchandising |
| <p>Final Preparation for REDI and/or Extern Training</p> | <ul style="list-style-type: none"> • Review of all the materials for Extern Training. • Review the Coach's Guides. • Ensure they know how to use the Curriculum for Customer Service Skills and Social Skills. • Explain how to use Job Aids with the externs. • Discuss how they will train and monitor the externs when they arrive in the store. • Ask and answer final questions • Complete evaluation to determine if you are comfortable with coach providing training in your store. If you have concerns, please contact your REDI Coordinator. • Wrap-up |