

**Directions:** Use this training agenda as your guide for conducting and completing your Extern’s training. All topics included in this agenda must be covered during training. However, the specific day within each week that you cover the various topics should be based on business need. The length of training will be determined by the resources in your state.

## Training Agenda for Externs

<b>Day 1 (At Agency)</b>		<b>Facilitator: Coach</b>
<b>Topic</b>	<b>Material</b>	
Welcome	<ul style="list-style-type: none"> <li>• Welcome the externs and make introductions to one another.</li> <li>• Give each extern a copy of the Handbook. Have them write their name on the cover. Explain that this is theirs to keep and they should use it to write in and take notes as they are learning.</li> <li>• Explain your role as a coach.</li> <li>• As a way to break the ice, ask them about the last time they remember getting good customer service.</li> </ul>	
REDI Program Overview	<ul style="list-style-type: none"> <li>• Review the REDI Program Handbook using Pages 4-7.</li> <li>• Explain that the objectives of this program are to help everyone to become more capable of performing the job duties required by Walgreens.</li> <li>• Make sure that everyone is clear that just completing this course DOES NOT guarantee anyone a job at Walgreens. Successful completion will provide externs the opportunity to apply online for a position. They will compete with other candidates for open positions and would need to interview.</li> <li>• Explain that <i>if</i> the extern is hired by Walgreens they will be required to submit to a drug test and background check.</li> </ul>	
Program Completion Requirements	<ul style="list-style-type: none"> <li>• Review the outcome of successfully completing the program.</li> <li>• Explain the purpose of the evaluations tools and other agency specific checklists.</li> <li>• Review if/how you will track the progress of each extern using checklists.</li> <li>• Explain that the goal is to gain skills that might lead to possible employment opportunities in retail or customer service.</li> <li>• Explain that you will work with them each step of the way and that they should always ask you any questions they have about anything in the store.</li> </ul>	

	<ul style="list-style-type: none"> <li>Tell externs that the store manager will provide more information on specific policies on their first day in the store.</li> </ul>
Paperwork	<p>Ask externs to sign any necessary agency paperwork (waivers, emergency contact sheets, medical/illness information forms, etc.).</p> <ul style="list-style-type: none"> <li>If the agency keeps a timesheet, or requires any specific weekly forms, inform participants what they will need to do in terms of record-keeping</li> <li>Externs must sign the REDI Extern and Walgreens Agreement form (found in Appendix of REDI Handbook) and ensure they understand that the training does not guarantee them a job at Walgreens. Fax/e mail signed forms to REDI Coordinator.</li> <li>Externs must sign the Release of Information for REDI Graduates (found in Appendix of REDI Handbook) in order to have their names designated as “Recommended for Hire” internally at Walgreens (assuming that their evaluation score designates them as recommended for hire).</li> </ul>
Walgreens Orientation	<p>Refer externs to the Handbook and review the Walgreen:</p> <ul style="list-style-type: none"> <li>Vision – Page 2</li> <li>Mission Statement – Page 2</li> <li>Values – Page 2</li> <li>The Four-Way Test – Page 3</li> <li>Share the hotline number to call if externs see or hear about any violations. <b>1 – 866-6NO-LOSS (866) 666-5677</b></li> <li>Be clear that while at Walgreens, externs will be held to the same standard as employees.</li> </ul>
Safety	<ul style="list-style-type: none"> <li>Review all Safety Standards in the Handbook on Page 13.</li> <li>Tell externs where they can find the Emergency Actions Reference Booklet in the store.</li> <li>Review proper Lifting Techniques, Using a Box Cutter, Stacking and Storing Merchandise and Using a Ladder in the Handbook beginning on Page 17.</li> </ul>
Retail 101	<p>By the end of the Retail 101 training, the externs should be able to:</p> <ul style="list-style-type: none"> <li>Run the cash register (with a Walgreens employee present).</li> <li>Stock and organize (face) the shelves.</li> <li>Replace price tags/product descriptions (mylars).</li> <li>Receive the truck on Warehouse Day.</li> </ul>

	<ul style="list-style-type: none"> <li>• Merchandise (build table, end stand, set department).</li> <li>• Provide superior customer service.</li> <li>• Utilize a variety of interpersonal and social skills when working in the store.</li> </ul>
Review Training Agenda	<p>Review the overall training agenda with the externs and briefly describe the major activities of each week. Explain which days of the week will be in-store training.</p> <p>Cover the following topics in the Handbook:</p> <ul style="list-style-type: none"> <li>• Store Tour Guide – Pages 8</li> <li>• Store Terms – Pages 9 - 11</li> <li>• My Store Information – Page 22 (Back Page)</li> <li>• My Agency Information – Page 22 (Back Page)</li> <li>• Make sure everyone knows where to report the next day (at the assigned store).</li> <li>• Tell externs to bring their Handbook with them for reference while they are learning. They will need the Store Tour Guide and the Store Terms as they begin to learn about the job.</li> <li>• Instruct externs to contact the store and you if they are sick or will be late.</li> <li>• Provide telephone numbers to be marked in on the back page of the Handbook.</li> <li>• Ask, “What questions do you have?”</li> <li>• Answer all questions.</li> </ul>
Daily Review of Progress	<p>Explain that you will start each day with an open discussion and ask everyone to talk about how everything is going and how they feel.</p> <p>Discuss:</p> <ul style="list-style-type: none"> <li>• What went well?</li> <li>• What could be better?</li> <li>• What do you think at this point?</li> </ul>
Soft Skills	<p><b>Notes:</b> The soft skills training is a series of instructor led modules that should be delivered in a classroom setting at your agency. <i>There are two components of the instructor led training, which include customer service and social skills training, as outlined at the end of this agenda.</i></p> <ul style="list-style-type: none"> <li>• <i>The Customer Service training should be trained during week 1 and the social skills lessons should be trained throughout the 4</i></li> </ul>

	<i>weeks and can be trained in various orders, depending upon the greatest needs of your candidates.</i>
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<b>Day 1 (In Store)</b>		<b>Facilitator: Store Manager, EXA</b> (Unless Otherwise noted)
<b>Topic</b>	<b>Material</b>	
Welcome	<ul style="list-style-type: none"> <li>• Welcome the externs. Explain your role as a Store Manager or EXA.</li> <li>• As a way to break the ice, ask them about the last time they were in a Walgreens and what they might have been shopping for.</li> </ul>	
REDI Program Overview	<ul style="list-style-type: none"> <li>• Explain that you know they covered a lot of material the day before with their job coach, tell them that you also will be reviewing this information.</li> <li>• Explain that the objectives of this program are to help everyone to become more capable of performing the job duties required by Walgreens.</li> <li>• Review that just completing this course DOES NOT guarantee anyone a job at Walgreens. Successful completion will provide externs the opportunity to apply online for a position. They will compete with other candidates for open positions and would need to interview.</li> <li>• Explain that the goal is to gain skills that might lead to possible employment opportunities in retail or customer service.</li> <li>• Explain that <i>if</i> the extern is hired by Walgreens they will be required to submit to a drug test and background check.</li> </ul>	
Program Completion Requirements	<ul style="list-style-type: none"> <li>• Review the outcome of successfully completing the program.</li> <li>• Explain that you will evaluate the performance of each extern using the evaluation form and will be discussing their progress with the coach throughout the training.</li> </ul>	
Paperwork	<ul style="list-style-type: none"> <li>• Collect signed forms from coach. If the coach does not provide</li> </ul>	

	<p>them, print out forms and have each extern sign. All forms are available on StoreNet.</p> <ul style="list-style-type: none"> <li>• Send/fax signed forms to your REDI Coordinator. Explain that having extern names on StoreNet will allow all store managers in the area to consider those with REDI recommendations for hire. Explain that even if they get a recommendation, there may be no immediate openings in Walgreens stores. Explain that they will still need to complete an application and the associate skills tests.</li> <li>• If the agency keeps a timesheet, or requires any specific weekly forms, inform participants what they will need to do in terms of record-keeping</li> </ul>
Walgreens Orientation	<p>Refer externs to the Handbook and review the Walgreen:</p> <ul style="list-style-type: none"> <li>• Vision – Page 2</li> <li>• Mission Statement – Page 2</li> <li>• Values – Page 2</li> <li>• The Four-Way Test – Page 3</li> <li>• Share the hotline number to call if externs see or hear about any violations. <b>1 – 866-6NO-LOSS (866) 666-5677</b></li> <li>• Be clear that while at Walgreens, externs will be held to the same standard as employees.</li> </ul>
Safety	<ul style="list-style-type: none"> <li>• Review all Safety Standards in the Handbook on Page 13.</li> <li>• Tell externs where they can find the Emergency Actions Reference Booklet in the store.</li> <li>• Review proper Lifting Techniques, Using a Box Cutter, Stacking and Storing Merchandise and Using a Ladder in the Handbook beginning on Page 17.</li> </ul>
Retail 101	<p>Tell the externs that by the end of the training program they will learn the:</p> <ul style="list-style-type: none"> <li>• Roles of store team members.</li> </ul> <p>How to:</p> <ul style="list-style-type: none"> <li>• Run the cash register (with a Walgreens employee present).</li> </ul>

	<ul style="list-style-type: none"> <li>• Stock and organize (face) the shelves.</li> <li>• Receive the truck on Warehouse Day.</li> <li>• Merchandise (build tables, end stands, set department).</li> </ul> <p>Be introduced to:</p> <ul style="list-style-type: none"> <li>• Walgreens' Loss Prevention Best Practices.</li> <li>• How to:             <ul style="list-style-type: none"> <li>• Provide exemplary customer service.</li> <li>• Utilize a variety of interpersonal and social skills when working in the store.</li> </ul> </li> </ul>
Review Training Agenda	<p>Review the overall training agenda with the externs and briefly describe the major activities of each week.</p> <p>Cover the following topics in the Handbook:</p> <ul style="list-style-type: none"> <li>• Store Terms – Pages 9 - 11</li> <li>• Make sure everyone knows where to report the next day (at the assigned store).</li> <li>• Tell externs to bring their Handbook with them every day for reference while they are learning. They will need the Store Tour Guide and the Store Terms as they begin to learn about the job.</li> <li>• Instruct externs to contact you and the agency if they are sick or will be late. (optional)</li> <li>• Provide telephone numbers to be marked in on the back page of the Handbook.</li> <li>• Tell externs that they will be enrolled in our on-line computer based learning system. They will participate in courses, in the office, during training. If they are hired they will not need to re-take the courses.</li> <li>• Ask, “What questions do you have?”</li> <li>• Answer all questions.</li> </ul>
Introductions	<ul style="list-style-type: none"> <li>• Introduce externs to other managers; describe the different management roles.</li> </ul>

<p>Expectations and Policies</p>	<p>Review the expectations on the following policies:</p> <ul style="list-style-type: none"> <li>• Dependability</li> <li>• Dress Code</li> <li>• Personal Calls and Visits</li> <li>• Cell Phones</li> <li>• Bag Checks</li> <li>• Locker Checks</li> <li>• Disciplinary Process</li> <li>• Shoplifting</li> <li>• Working Off the Clock</li> <li>• Weapons</li> <li>• Smoking</li> <li>• Providing information to Customers (only a pharmacist can counsel patients – employees, coaches, and externs cannot suggest medication).</li> </ul>
<p>Store Tour</p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Take a walking tour of the store; stop in every department and make sure the extern get to meet all of the employees.</li> <li>• Encourage externs to use the questions in the Handbook for the Store Tour Guide – Page 8 to get familiar with the employees and what they do.</li> <li>• Help them understand the Store Hierarchy and who can answer specific questions as they tour the departments and meet people.</li> <li>• Also show externs where the break room and bathrooms are and where the smoking area is (if allowed).</li> <li>• Show the externs where the lockers are and assign the appropriate locker(s) for their use.</li> <li>• Hand out a name tag with trainee label to each extern.</li> <li>• Provide door codes.</li> </ul>

	<ul style="list-style-type: none"> <li>• Explain that the 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.</li> <li>• Instruct externs 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.</li> <li>• Explain when and where breaks will occur.</li> </ul>
Team Member Buddy	<p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• <i>All externs will be assigned a Walgreens Team Member to work with side-by-side on the register.</i></li> <li>• <i>However, Coaches cannot leave the proximity of externs unsupervised while working at Walgreens during the training program. The coach and/or Walgreens employee should always accompany externs.</i></li> <li>• <i>Externs must always work together with the Walgreen team member who has the responsibility for the register at all times.</i></li> <li>• <i>The staff assignments may vary as store staffing changes.</i></li> <li>• <i>The following register tasks cannot be completed by the extern unless they have completed the ppls because they are regulated products that require this specific training.</i> <ul style="list-style-type: none"> <li>○ <i>Liquor (Beer/Wine)</i></li> <li>○ <i>Tobacco</i></li> <li>○ <i>Pseudoephedrine Products</i></li> <li>○ <i>Food Stamps</i></li> </ul> <p><b>Note:</b> <i>The assigned Walgreens team member should complete the sale for the above listed products and form of payment and explain the steps they are completing to the extern as they complete the task.</i></p> </li> <li>• <i>With multiple externs in the store at a time, rotate the tasks each day to ensure each extern has sufficient time to practice and they are balanced throughout the store.</i></li> </ul>
Customer Service	<ul style="list-style-type: none"> <li>• Discuss the Walgreen Vision, Mission, and Values in the Handbook on Page 2.</li> </ul>

	<ul style="list-style-type: none"> <li>Describe The Four-Way Test on Page 3 and how it is applied in the store.</li> </ul> <p>Use the customer service materials to describe the Customer Service Program goals:</p> <ul style="list-style-type: none"> <li>Be aware of the Customer Service Brand Mantra.</li> <li>Practice GOT Services: <b>Greet</b> the customer, <b>Offer</b> assistance and <b>Thank</b> the Customer.</li> <li>Identify our service standards: Quality, Care, and Convenience.</li> <li>Apply Customer Service Standards to deliver a superior customer experience.</li> </ul> <p><b>Note:</b> Use the separate Externs Materials for the Customer Service Module. You should always play the customer in practice activities with the coach.</p> <ul style="list-style-type: none"> <li>Review customer service with externs; add your own personal experiences.</li> <li>Have the externs observe employees and ask them to identify examples of superior customer service.</li> </ul>
Cash Register	<p><u>Tell</u></p> <p>Explain the cash register function.</p> <p><u>Show</u></p> <p>Extern to observe the cash register in use.</p> <p><u>Do</u></p> <p>Extern runs cash register.</p> <p><b>Note:</b> Externs will do all cash register functions before completing the program. With the following exceptions, which cannot be executed unless appropriate PPLS are completed.</p> <ul style="list-style-type: none"> <li>Liquor (Beer/Wine)</li> <li>Tobacco</li> <li>Pseudoephedrine Products</li> <li>Food Stamps</li> </ul>
Stocking	<p><u>Tell</u></p>

	<p>Explain what stocking is and how it should be done.</p> <p><u>Show</u></p> <p>Extern observes employee stocking.</p> <p><u>Do</u></p> <p>Extern stocks while employee and coach observe and provide guidance.</p>
Facing	<p><u>Tell</u></p> <p>Explain what facing is and how it is done.</p> <p><u>Show</u></p> <p>Extern observes employee facing.</p> <p><u>Do</u></p> <p>Extern faces while employee and coach observe and provide guidance.</p>
Warehouse Truck Day	<p><u>Tell</u></p> <p>Explain what Warehouse Truck Day is and how it is to be done.</p> <p><u>Show</u></p> <p>Extern observes employee working the Warehouse Truck.</p> <p><u>Do</u></p> <p>Extern participates in Warehouse Truck Day while coach and employee observe and provide guidance.</p>
Merchandising	<p><u>Tell</u></p> <p>Explain how merchandising is to be done.</p> <p><u>Show</u></p> <p>Extern observes employee build an end stand, table, or display.</p> <p><u>Do</u></p> <p>Extern completes an end stand, table, or display, while employee and coach observe and provide 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>Extern observes employee replace mylars.</p> <p><u>Do</u></p> <p>Extern replaces/updates mylars while employee and coach observe</p>

	and provide guidance.
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<b>Week 2 (In-Store)</b>	
<b>Topic</b>	<b>Material</b>
Various Store Operations	<p><b>Mylars</b> <u>Do</u> Extern replaces/updates mylars while employee and coach observe and provide guidance.</p> <p><b>Merchandising</b> <u>Do</u> Extern completes an end stand, table or display while employee and coach observe and provide guidance.</p> <p><b>Cash Register</b> <u>Do</u> Extern runs cash register while employee and coach observe and provide guidance.</p> <p><b>Stocking</b> <u>Do</u> Extern stocks while employee and coach observe and provide guidance.</p> <p><b>Facing</b> <u>Do</u> Extern faces while employee and coach observe and provide guidance.</p>

<b>Week 3 (In-Store)</b>	
<b>Topic</b>	<b>Material</b>

Various Store Operations	<p><b>Mylars</b> <u>Do</u> Extern replaces/updates mylars while employee and coach observe and provide guidance.</p> <p><b>Merchandising</b> <u>Do</u> Extern builds an end stand, table or display while employee and coach observe and provide guidance.</p> <p><b>Cash Register</b> <u>Do</u> Extern runs cash register while employee and coach observe and provide guidance.</p> <p><b>Stocking</b> <u>Do</u> Extern stocks while employee and coach observe and provide guidance.</p> <p><b>Facing</b> <u>Do</u> Extern faces while employee and coach observe and provide guidance.</p>	
	<b>Week 4 (In-Store) If funded</b>	
	<b>Topic</b>	<b>Material</b>
	Various Store Operations	<p><b>Mylars</b> <u>Do</u> Extern replaces/updates mylars while employee and coach observe and provide guidance.</p> <p><b>Merchandising</b> <u>Do</u> Extern builds an end stand, table or display while employee and coach observe and provide guidance.</p> <p><b>Cash Register</b> <u>Do</u> Extern runs cash register while employee and coach observe and provide guidance.</p> <p><b>Stocking</b> <u>Do</u> Extern stocks while employee and coach observe and provide guidance.</p> <p><b>Facing</b> <u>Do</u> Extern faces while employee and coach observe and provide guidance.</p>

<p>Evaluation and Checklist</p>	<ul style="list-style-type: none"> <li>• Manager complete evaluation survey online</li> </ul> <p>Include the link  <a href="http://walnet.walgreens.com/QF/quickform/perfdev/surveys/rfg/application/REDI/REDI_External_Evaluation.wform">http://walnet.walgreens.com/QF/quickform/perfdev/surveys/rfg/application/REDI/REDI_External_Evaluation.wform</a>                      for each extern to determine score and recommendation for hire as a service clerk at Walgreens.</p> <ul style="list-style-type: none"> <li>• Follow the steps outlined on the Program Checklist to complete the Extern Program.</li> </ul>
<p>Graduation</p>	<ul style="list-style-type: none"> <li>• Agency plans a Graduation for the candidates who have completed the program.(optional)</li> <li>• Provide each candidate with a certificate of completion (located on StoreNet).</li> </ul>

## Weeks 1-4 Social Skills and Customer Service Training (At Agency)

The social skills curriculum should be completed one day out of the week at the agency. However, the Customer Service training should be trained during week 1. Please schedule these days based upon the business need of the store. Please feel free to complete these lessons in the order that works best for your agency staff and externs. Please make sure to review the social skills that were learned in the previous week before beginning a new week.

Topic	Material
Customer Service (Week 1)	Introduction to Customer Service: Brand Mantra, Service Standards and GOT Service (CS Guide Manager Handout)
Introduce the Social Skills Curriculum	<b>Note:</b> Use the separate Coach Materials for the Social Skills Modules. The coach should always play the customer in practice activities.
Lesson 1: Initiating Discussions with Coworkers and Supervisors	<p>Lesson Goals</p> <ul style="list-style-type: none"> <li>• Greet others.</li> <li>• Introduce yourself.</li> <li>• Join others in a group.</li> <li>• Determine occasions (breaks, meetings, before work, during work) and appropriate times (how long according to the occasion) to talk with coworkers and supervisors.</li> </ul> <p>Note: This lesson has a series of ongoing activities. Complete at least two activities from this lesson the first time you are teaching these social skills. You should review and revisit these activities each week..</p>
Lesson 2: Interpreting Facial and Body Expressions	Lesson Goals

	<ul style="list-style-type: none"> <li>• Read and understand body language and facial expressions.</li> <li>• Interpret and respond appropriately in conversation.</li> </ul>
Lesson 3: Monitoring Your Voice at Work	<p>Lesson Goals</p> <ul style="list-style-type: none"> <li>• Determine how loud or soft you should speak.</li> <li>• Adjust your voice level appropriately.</li> </ul>
Lesson 4: Self-Maintenance and Appropriateness	<p>Lesson Goals</p> <ul style="list-style-type: none"> <li>• Maintain your personal appearance in terms of: attire, grooming, and table manners.</li> <li>• Use proper dining etiquette.</li> </ul>
Lesson 5: Maintaining Self-Control	<p>Lesson Goals</p> <ul style="list-style-type: none"> <li>• Learn how to maintain self-control in difficult situations.</li> <li>• Control and maintain your emotions.</li> <li>• Be flexible.</li> </ul>
Lesson 6: Handling Inappropriate Behavior	<p>Lesson Goals</p> <ul style="list-style-type: none"> <li>• Identify and handle inappropriate behavior such as: insults, hitting, pinching, hurtful jokes.</li> <li>• Making complaints when experiencing harassment.</li> </ul>
Lesson 7: Getting Along with Your Coworkers	<p>Lesson Goals</p> <ul style="list-style-type: none"> <li>• Understand each other's differences.</li> <li>• Show respect for differences.</li> </ul>
Lesson 8: Being a Team Player	<p>Lesson Goals</p> <ul style="list-style-type: none"> <li>• Learn ways to work with others on a team.</li> </ul>
Lesson 9: Following Directions`	<p>Lesson Goals</p> <ul style="list-style-type: none"> <li>• Follow directions by doing a task as it is explained to you, in the correct order, and within the set timeframe.</li> </ul>
Lesson 10: Communicating Needs to Supervisors and Coworkers	<p>Lesson Goals</p> <ul style="list-style-type: none"> <li>• Identify steps you can follow to ask for help.</li> <li>• Practice asking for help.</li> </ul>
Lesson 11: Responding to Positive and Constructive Feedback	<p>Lesson Goals</p> <ul style="list-style-type: none"> <li>• Discuss the importance of feedback.</li> </ul>

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	<ul style="list-style-type: none"><li>• Identify steps you can follow when responding to feedback.</li><li>• Practice responding to feedback.</li></ul>
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