

ABC STORES DIVISION
TRAINING CURRICULUM PLAN

Training Classes	Sales Associate	Sales Manager	District Operations Supv.	Asst Stores Dir	Stores Dir	Frequency	Contact Hours	Training Source	Instructor
Coaching		X	X	X	X	RFEL	2	ABC	A. Elmore/T. Stephens/D. Larison/D. Moore
Conflict Resolution	X	X	X	X	X	1x	1	ABC	A. Elmore
Customer Service	X	X	X	X	X	1x refresher	2	ABC/SPD	D. Larison/D. Moore
Dealing With Difficult People	X	X	X	X	X	1x	8	SPD	SPD
Dynamics of Supervision		X	X	X	X	Every 2 yrs	8	SPD	SPD
Effective Communication	X	X	X	X	X	1x/RFEL	1	ABC	A. Elmore
Effective Scheduling		X	X	X	X	1x/RFEL	1:30	ABC	D. Larison/D. Moore
Effective Writing	X	X	X	X	X	1x/RFEL	1	ABC	A. Elmore
Employment Law for Supervisors		X	X	X	X	1x + updates3	3	ABC/SPD	D. Peacock/B. Martin
Family and Medical Leave Act	X	X	X	X	X	1x + updates	1	ABC/SPD	T. Bedgood
Family and Medical Leave Act for Supervisors		X	X	X	X	1x + updates	1	ABC/SPD	T. Bedgood
Interview and Selection		X	X	X	X	Annually	1	ABC/SPD	A. Elmore/Tonia
Leading a Highly Effective Team		X	X	X	X	RFEL	4	ABC	D. Larison/D. Moore/M. Wise
Loss Prevention	X	X	X	X	X	1x	1:30	ABC	D. Larison/D. Moore
Merchandising and Branding	X	X	X	X	X	1x + updates	TBD	ABC	D. Larison/Chondra Mann
On the Job Injury Procedures	X	X	X	X	X	1x + updates	1	ABC/SEIC TF?	T. Bedgood

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Training Classes	Sales Associate	Sales Manager	District Operations Supv.	Asst Stores Dir	Stores Dir	Frequency	Contact Hours	Training Source	Instructor
Orientation to Roles and Responsibilities	X	X	X	X	X	RFEL	2:30	ABC	D. Larison/D. Moore
PC Fundamentals	X	X	X	X	X	1x		ABC	ABC IT Division
Performance Appraisal for Supervisors		X	X	X	X	1x	1:30	ABC/SPD	T. Stephens
Performance Appraisal/Progressive Discipline Overview		X				Refresher	3	SPD	SPD
Problem Solving		X	X	X	X	1x	2:30	ABC	D. Larison
Progressive Discipline		X	X	X	X	RFEL	2	ABC/SPD	A. Elmore
S.E.L.L.						2X	TBD	ABC	Computer-Based
Sexual Harassment	X	X	X	X	X	Annually	1	ABC/SPD	D. Larison/D. Peacock/B. Martin
State Government Orientation : Benefits	X	IF NEEDED	IF NEEDED	IF NEEDED	IF NEEDED	1x	8	SPD	SPD
State Government Orientation : Personnel	X	IF NEEDED	IF NEEDED	IF NEEDED	IF NEEDED	1x	8	SPD	SPD
Time Management	X	X	X	X	X	RFEL	2	ABC/SPD	T. Stephens/D. Moore/D. Larison/D. Moore
Workplace Violence	X	X	X	X	X	1x	:45	ABC	D. Larison/D. Peacock/B. Martin

*RFEL - Required For Each Level
PRIOR TO promotion at the
indicated level.*

(Last Name, First Name) (Classification)	Initial Completion Date	Sales Associate	Sales Manager	District Operations Supv.	Asst Stores Dir	Stores Dir	Notes
My Training Record							
Coaching			X	X	X	X	
Conflict Resolution		X	X	X	X	X	
Customer Service		X	X	X	X	X	
Dealing With Difficult People		X	X	X	X	X	
Dynamics of Supervision			X	X	X	X	
Effective Communication		X	X	X	X	X	
Effective Scheduling			X	X	X	X	
Effective Writing		X	X	X	X	X	
Employment Law for Supervisors			X	X	X	X	
Family and Medical Leave Act		X	X	X	X	X	
Family and Medical Leave Act for Supervisors			X	X	X	X	
Interview and Selection			X	X	X	X	
Leading a Highly Effective Team			X	X	X	X	
Loss Prevention		X	X	X	X	X	
Merchandising and Branding		X	X	X	X	X	
On the Job Injury Procedures		X	X	X	X	X	
Orientation Roles and Responsibilities		X	X	X	X	X	
PC Fundamentals		X	X	X	X	X	
Performance Appraisal for Supervisors			X	X	X	X	
Performance Appraisal/Progressive Discipline Overview			X				
Problem Solving			X	X	X	X	
Progressive Discipline			X	X	X	X	
S.E.L.L.							
Sexual Harassment		X	X	X	X	X	
State Government Orientation : Benefits		X					
State Government Orientation : Personnel		X					
Time Management		X	X	X	X	X	
Workplace Violence		X	X	X	X	X	

RFEL - Required For Each Level PRIOR TO promotion at the indicated level.