

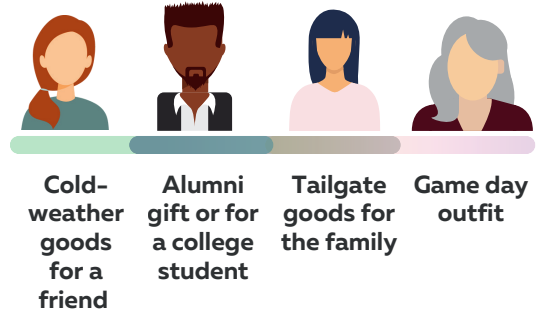


Connect: Start the Drill

Roles & Scenario:

1. Trainer plays the Guest, trainee plays the Team Member. Reverse roles as needed.
2. "Guest" selects and shares a "Guest Clue" ➔
3. The Team Member must detect the real need by asking follow-up questions to the clue shared.

Guest Clues



DETECT Refresher

Once you connect, it's time to be a detective and discover wants and needs through intentional questions. Think Family, Fun, Fan-gear, Friends



Team Member Challenge

Ask open-ended questions (not yes/no). Actively listen and build on what the Guest says.

- Try questions like:
- Who are we shopping for today?
 - So did you attend [said university]?
 - What were you hoping to find today?
 - Were you needing [item] by a certain time?
 - Gift: What are some favorite hobbies/brands/colors?



Detect the Need Coaching Card



Coaching Objective

Help team members practice asking purposeful, follow-up questions to uncover the guest's real need without it feeling like an interrogation.

Coaching Challenge

Observe & Ask:

- Did the TM use open-ended questions?
- Did each question build from the guest's last answer?
- Did the TM stay curious and avoid assumptions?
- Did the conversation feel natural, not forced?
- Was the guest's real need uncovered?

Continue: Validate their "Detect" Ability

The trainer needs to validate the team member's ability to Detect.

- ✓ **Ready: Nailed it.** They did it right and can own it on their own next time.
- || **Refine: Almost there.** Show or give a quick tip to tweak or adjust how they do it.
- 🔄 **Retry: Needs a reset.** Model the skill again and have them practice it right away.