

Print this micro-drill and add it to your Party Deck!

## Connect or Detect: Match the Step



### MODs and Store Leaders:

The **goal** of this micro-drill is to increase the frequency and quality of our **connections**.

- **Connect** is to help our guests feel welcomed, seen and supported.
- **Detect** is to uncover product needs of our guest.

### Drill Time: 60–90 seconds

**MOD Say:** “Before we Detect, we want to Connect. Connect is about the **person** in front of us. What they’re wearing. Where they’re standing. What they’re doing. Then we move into Detect to learn **product** needs. Let’s play a quick matching game. I’ll say a line. You call out **Connect** or **Detect**.”

Connect is about the person!	Detect is about product needs.
Great hat, are you excited for the World Cup?	Can I help you find your size?
Looks like you might be a Cowboy's fan. Did you go to any games this year?	What color were you looking for?
I noticed you came straight to Eagles, Go Birds!	Who are you out shopping for today?
What a cool shirt, are you heading to the game?	What were you hoping to find today?

### Coaching Tip:

If the Team Member matches incorrectly, explain why it’s Connect or Detect and coach to **Refine** or **Retry**. Keep it quick. Keep it light. Add your own statements to keep the game going.



A large dashed rectangular box intended for writing coaching tips or additional notes.