



NRHA VISION PROCESS

A Year-Long, In-Store Organizational
Development Transformation

A North American Retail Hardware Association product, powered by Retail People Solutions



“After going through the Vision Process, we believe our training program is the best it’s ever been. Our store looks the best it has ever looked. We’re doing some really neat things to continue growing the business.

— Mike Brackin, Owner,
HomCo Lumber & Hardware

The NRHA Vision Process

The Vision Process is a time-tested and proven methodology that provides home improvement retailers with a full-service, integrated experience towards building a high-functioning, world-class, retail operation.

NRHA’s educational team and consultants will lead your entire staff through a year-long journey focusing on strengthening your team, defining company values and goals and building processes and best practices that fit those objectives.

What You Can Accomplish

NRHA's expert retail consultants and educational team will help your business experience a shift in culture, productivity and profit by helping you:

DEVELOP CORE VALUES

NRHA will help you customize core values specific to your operation, providing alignment for your staff and processes.

How will it help?

These values will become critical to your business, especially in areas like hiring, training and business succession.

IMPLEMENT TASK MANAGEMENT PROCESS

Our consultants will teach you how to build and use a proven, customized daily task management system.

How will it help?

This provides total transparency and accountability to help your staff execute and drive results and productivity.

ASSESS MANAGEMENT AND STAFF PERSONALITY STYLES

You'll receive complete DiSC assessments of your team's management, leadership, communication and sales styles.

How will it help?

You and your staff will be able to use these profiles to work together more productively and problem solve independently.

ESTABLISH BEST PRACTICES

Our team will guide you in building time-tested, retail best practices and operational procedures.

How will it help?

These processes, used by successful independent home improvement retailers, will help you increase sales and profits.

CREATE TRAINING AND DEVELOPMENT PLANS

NRHA will help you implement one-on-one staff development discussions and build individual and company training programs.

How will it help?

This easy-to-follow process will help you improve employee retention, communication and engagement.

DISCUSS HONEST FEEDBACK

We will provide direct, honest feedback on your retail operation from a consultative and customer perspective.

How will it help?

Throughout the year, NRHA will provide ongoing and inter-session support and feedback for you and your entire team.



Our employee retention has drastically improved and is well above industry averages.

I'm confident that the culture strategy we developed through the Vision Process deserves a lot of the credit.

— Michael Wynn, Owner,
Sunshine Ace Hardware

Contact Us

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4 Phases, 12 Months, 1 Transformation

Used and tested by many successful independent retailers, this proven process works. Here is a brief overview of what you can expect with your year-long journey through the NRHA Vision Process.



PHASE 1 ESTABLISH

- Discuss and agree on vision, purpose and values
- Create or modify core values
- Identify owner roles and what is best for the business
- Address organizational needs
- Review and revise job descriptions to reflect new vision
- Align HR handbooks, policy and procedure documents and operational standards with the core values
- Begin management journey (development program for all management and potential managers)
- Establish one-year implementation plan for process



PHASE 2 ALIGN

- Align vision and values to current workforce and all processes
- Introduce DiSC personality profile to build relationships within store team
- Introduce retail best practices, including: 1-2-1s, IDPs, store walks, department checklists, floor observations and more
- Identify training needs
- Assess development needs of all management team through management journey
- Introduce Trello (task management system and communication tool)
- Perform store visits to assess front line staff and management team in order to observe implementation of best practices on retail floor



PHASE 3 STANDARDIZE

- Introduce interview process and standardize the hiring process to reflect core values and vision by using group interviews and the 1-2-1 interview process
- Options for performance management process to link to vision and core values
- Embed Trello on store floor
- Continue to monitor and implement management journey
- Evaluate future leaders opportunities and discuss options



PHASE 4 EVALUATE

- Evaluate management journey team and identify next steps
- Create action project plan for consistency and long-term success
- Formalize measurement of all organization results
- Communication plan evaluated
- Review progress of all implementations—tweak as necessary—discuss future needs