



As you remember from your Culture and Values Activation Sessions, “green chips” represent our most important tasks. Having a **green chip mindset** can help us focus our time and energy on the most important tasks to achieve greater results.

At SproutsCon 2023, Store Managers received Sprouts green chips to represent each breakout session. Carry these chips with you, or keep them top of mind, and use them as conversation starters, during store huddles, department manager meetings, and when walking with new team members. Use the green chips as a reminder to focus your time, effort, and energy on these topics.

Below is a recap of the four store manager breakout sessions as well as take-away actions.

RVP SESSION

In the regional breakout sessions, your RVP reviewed the updated **Sprouts Leadership Model and Competency Guide** as well as the updated **Interview Guides**.



ACTION: Use the Leadership Competencies Guide to learn more about your role in leading the business, leading others, and leading yourself with our Culture and Values at the center of every interaction. Here are three things you can do today to get started:

1. **Leading the Business:** Use competency language to coach, develop and evaluate your team
2. **Leading Others:** Demonstrate competencies through your leadership shadow
3. **Leading Self:** Create your Individual Development Plan (IDP), using the competencies, key actions and behaviors to clearly define and target improvement



ACTION: Review the new interview guides with all department managers during your next department manager meeting. Set department walk expectations with your managers and explain their role in the team member selection process.

OSA SESSION

In the OSA breakout session, Lucas, Mark, and Samantha shared the “Stoplight” strategy to manage on-shelf availability (OSA):

- **STOP** and work alerts properly
- **SLOW DOWN** and review schedules
- **MOVE FORWARD** by managing inventories, not writing orders



ACTION: Carry your OSA green chip with you to remind you to coach your team on OSA strategies in huddles, Department Manager meetings, and during individual development.

SERVICE & SELLING SESSION

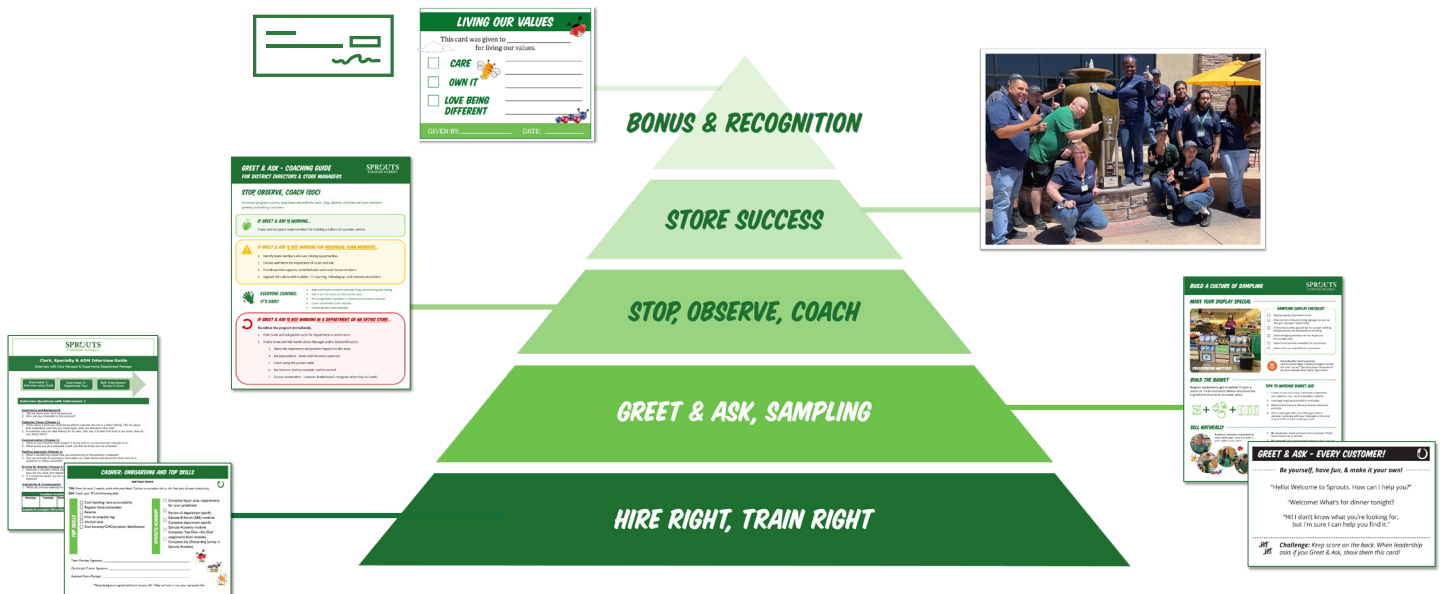


In the Service & Selling breakout session with Dustin, Melonie, Cory, and Kyle, you were shown how you can build a solid foundation of customer service in your store by training your team to Greet & Ask and sample. Customer service and sampling increases customer satisfaction and sales — *your store's success is directly tied to the strength of your foundation.*



ACTION: Carry the Service & Selling green chip with you to remind you to help your team understand the link between customer service and all other metrics in the store. Be sure to:

1. Start taking action to solidify your foundation
2. If needed, re-launch Greet & Ask and sampling until it is consistently being done
3. Start executing SOC (Stop, Observe, Coach) every day



THINK SHRINK SESSION



In the Think Shrink breakout session, Ricky, Kris, and Rashad shared how shrink is like a spring, if you stop focusing on it, it will pop back up. Here are strategies to manage your shrink:

- **Know your shrink.** Focus on bottom-performing departments, categories, and items. Use shrink dashboards, reports, and best practices.
- **Identify Known vs. Unknown shrink.** Drive your team to capture and scan all known shrink. Reduce shrink on top-scanned shrink items. Eliminate activities driving unknown shrink.
- **Fix shrink drivers.** Use Markdown Manager and Managers Specials correctly. Follow ordering and production guidelines. Ask 'Why' questions to get to the root cause.



ACTION: Carry your Shrink green chip with you to remind you to coach your team on Shrink strategies in huddles, Department Manager meetings, and during individual development opportunities.