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Module 2 - Becoming a Successful Business Person

1. A Professional Approach

- A. Positive Attitude & Behavior
 - 1) Attitude
 - 2) Behavior
- B. Appearance Counts
- C. Successful Communication
 - 1) Confidentiality
- D. A Proactive Approach
 - 1) Using Criteria to Take Action
- E. The Value of Perception
 - 1) Self-Awareness
 - 2) Cleaning Your Filters
 - 3) Perceptions of You
- F. Expectations on and Off the Job
 - 1) Remain Approachable
 - 2) Depersonalizing
 - 3) Positive Skill Management
- G. Liability Exposure on the Job
- H. Work Ethic Strategies
 - 1) Obligation to Yourself
 - 2) Obligation to Your Co-Workers
 - 3) Obligation to Your Company
 - 4) Obligation to Your Clients, Customers & Vendors
 - 5) Ethics = Professionalism

2. Ethics & Conduct

- A. High Standards for Ethics & Integrity
 - 1) Verbal and Written Conduct
 - a) Defamation
 - Libel
 - Slander
 - 2) High Standards Apply To All Employees
 - 3) Conflicts of Interest
 - 4) Prohibition Against Harassment
- B. Objective For Acceptable Behavior
- C. Establishing a Benchmark For Self-Evaluation
- D. A Recourse For Behavior And Decision Making
- E. Vendor Relations



- 1) Gifts & Other Business Courtesies
 - 2) Fair Competition & Antitrust Laws
 - 3) Ethical Competition
 - F. Anonymous Methods of Reporting a Violation
 - G. Laws to Know
 - 1) Employment Discrimination Laws
 - 2) Sarbanes-Oxley
 - 3) Federal Securities Act of 1933
 - 4) Workplace Safety and Health Laws
 - H. Confidentiality & Credibility
 - 1) Protecting Company Information
- 3. What You Should Expect**
- A. What Are You Getting Yourself Into?
 - 1) Job Description
 - 2) Position Overview vs. Career Overview
 - B. Goal Setting
 - 1) How You Will Be Measured
 - C. Performance Reviews
 - D. Career Opportunities
 - 1) Overview
 - 2) Level of Commitment
 - E. Basic Benefits
 - F. Accepting Constructive Assessment
 - 1) Positive Assessment
 - 2) Negative Assessment
 - G. Effective Preparation
 - 1) Skill
 - 2) Knowledge
 - a) Gathering the Information
 - b) Learn The Basics
 - c) Learn the Language
 - 3) Ability
- 4. Career Growth**
- A. Environment for Professional Growth
 - B. Continuing Education
 - C. Industry Interaction
 - 1) Professional Associations
 - 2) Industry Certifications & Accreditations
 - D. Support Structure For Guidance
 - E. Networking
 - F. Mentoring
 - 1) Mentoring Beyond Loss Prevention
 - G. Work & Life Balance
 - H. Opportunities In The Field



5. Communications Skills

- A. The Art of Listening
 - 1) Listening In Order to Understand
 - a) Active Listening – Paraphrasing
 - b) Active Listening – Mirroring
 - c) Active Listening – Clarifying
- B. Effectively Convey your Message
 - 1) Verbal Skills
 - 2) Focus on the Positive
- C. Nonverbal Skills
- D. Building rapport
 - 1) Mirroring
- E. Sensitivity in Communication
 - 1) Internal Dialogue
 - 2) The Power of Reasoning
 - 3) Achieving Cooperation
 - 4) Handling Interruptions
- F. Communication Sensitivity for Loss Prevention
 - 1) Cultural Sensitivity
 - 2) The Positive Dynamics of Conflict
- G. Written Communication
- H. Using Email
 - 1) Death by Email
- I. Speaking In Front Of Groups
 - 1) The Presentation of YOU
 - 2) Making Presentations

6. Building Relationships

- A. Influencing Skills
- B. Internal Customers
- C. External Business Relationships
- D. Communication Expectations & Frequency
 - 1) Style of Delivery and Method of Speaking
 - 2) Content of the Message
 - 3) Timing of the Message and the Frequency of the Delivery
 - 4) Form of Communication
 - 5) Skill Sets
- E. Developing a Mutual Understanding
- F. Effective Collaboration
 - 1) Understanding Partner Needs
- G. Achieve Results
- H. Wearing Different Hats
 - 1) Roles
- I. Dealing with Difficult People
 - 1) Identifying & Removing Barriers

7. Diversity



- A. Acceptance In The Workplace
 - 1) Inclusion
 - 2) Benefits of Workplace Diversity
 - 3) Establishing a Successful Diversity Program
- B. Cultural Sensitivity
 - 1) Cross-Cultural Understanding
- C. Perception and Biases
- D. Professionalism - A Skilled Approach

8. Harassment Awareness

- A. Why The Rules Exist
- B. Your Rights & Responsibilities
- C. Defining Harassment
 - 1) Sexual Harassment
 - a) Quid Pro Quo
 - b) Hostile Work Environment
- D. Common Myths About Sexual Harassment
- E. Behaviors In The Workplace
 - 1) Sexual Harassment
 - a) Gestures
 - b) Verbal Behaviors
 - c) Physical Behaviors
 - d) Environment
 - 2) Other Forms of Harassment
 - a) Racial Harassment
 - b) Religious Harassment
 - c) Age Harassment
 - d) Sexual Orientation
 - e) Disability Harassment
- F. What To Do About Harassment
 - 1) Direct Confrontation
 - 2) Responsibilities of Reporting
 - 3) Addressing the Complaint

9. Conflict Resolution

- A. The Positive Dynamics of Conflict
- B. Understanding Conflicts
 - 1) Types of Conflict
 - a) Conflicts of Personality & Style
 - b) Conflicts of Interpretation
 - c) Conflicts of Implementation & Practice
 - 2) The Ways That We Respond to Conflict
 - a) Competition
 - b) Accommodation
 - c) Avoidance
 - d) Compromise
 - e) Collaboration



- 3) Constructive vs. Destructive Conflicts
- C. Constructively Managing Conflicts
 - 1) What Factors Influence How We Respond to Conflict?
 - 2) Selecting a Conflict Management Style
 - 3) Successful Negotiation
- D. The Value of Effective Compromise
- E. An Appropriate Resolution
- F. Mediation