



# LPCertified Certification Program

## Course 1 – Leadership Principles

### 101. People Leadership

#### 101A. Leadership Principles

#### 101B. Investing in Talent

- 1) Sources of Candidates
  - a) Internal Candidates
  - b) The Internet & Other Media Outlets
  - c) Networking
  - d) Job Fairs
  - e) Internal Recruiters
  - f) Executive Search Firms
- 2) Selecting Candidates
- 3) Securing Candidates

#### 101C. Commitment to Training & Development

- 1) Coaching
  - a) Individual
    - i. Feedback Skills
    - ii. Establishing a Positive Action Plan
  - b) Team
- 2) Employee Counseling

#### 101D. Mentoring Principles

- 1) Types of Mentoring
  - a) Informal Mentoring
  - b) Supervisory Mentoring
  - c) Situational Mentoring
  - d) Formal Mentoring Programs
- 2) Looking Up and Down
  - a) Identify Mentors
  - b) Being a Mentor

#### 101E. Commitment to Performance Management Principles

- 1) Goal Setting
  - a) Key Metrics
  - b) Alignment with Company Values
  - c) Developmental Goals
    - i. Establishing Team Goals



- ii. Establishing Individual Goals
  - d) How to Establish an Environment of Accountability
- 2) Reviews
  - a) Approaching the Assessment
  - b) Writing the Appraisal
  - c) Delivering the Review

### **101F. Principles of Succession Planning**

- 1) Forecasting Growth & Turnover
- 2) Planning
- 3) Depth Chart
- 4) Continual Assessment
- 5) Opportunities
- 6) Evaluating Talent
- 7) Retention

### **101G. The Value of a Diverse Workforce**

- 1) The Importance of Building a Diverse Workforce
  - a) How Diversity Helps To Maximize Performance
  - b) Cultural Assessment
- 2) Identifying Components
- 3) Recruiting For Diversity

## **2. Ethical Standards**

### **102A. Ethical Standards**

### **102B. Personal Standards**

- 1) Leading by Example

### **102C. Corporate**

- 1) Implementing Ethical Standards in the Workplace
- 2) Conflicts of Interest
- 3) Confidential Information
  - a) Proprietary Information
  - b) Investigative Information
  - c) Financial Information
  - d) Acquiring & Using Information about Others
- 4) Falsifying Company Records
  - a) Expense Reports
- 5) Insider Information & Insider Trading
- 6) Unauthorized Use of Equipment & Software
  - a) Internet Usage
- 7) Human Resources Management



- a) Equal Employment Opportunity
- b) Harassment Issues
- c) Privacy Issues
  - i. Employee Privacy
  - ii. Investigations
  - iii. Covert Surveillance
- d) Drug Free Workplace
- e) Fraternization

#### **102D. Sarbanes Oxley**

#### **102E. Health Insurance Portability & Accountability Act (HIPAA)**

- 1) The HITECH Act
- 2) HIPAA Omnibus Final Rule

#### **102F. Loss Prevention**

- 1) The Premise of Ethical Conduct

#### **102G. Interpersonal Behavior & the Way We Treat Each Other**

#### **102H. The Way That We Treat Our Business Partners**

- 1) Gifts & Other Business Courtesies
- 2) Fair Competition & Antitrust Laws
- 3) Ethical Competition
- 4) Protection of Business Information

#### **102I. Ethical Courage**

- 1) How to Act

### **3. Personal Development**

#### **103A. Personal Development**

#### **103B. Transition from Manager to Leader**

- 1) Devising a Plan that Leads to Success

#### **103C. Networking**

#### **103D. Continuing Education**

- 1) Colleges, Universities & Technical Programs
- 2) Internal Training Programs
- 3) Third Party Programs
- 4) Online Instruction



**103E. Professional Organizations**

**103F. Industry Certifications**

**103G. Organized Retail Crime Associations**

**103H. Self-Discovery / Self-Assessment / Insight**

- 1) Self-Acceptance
- 2) Self-Confidence / Self-Esteem
- 3) Work-Life Balance

**103I. Community Involvement**

**103J. Community Service**

**4. Building And Leveraging Partnerships**

**104A. Internal / Organizational Partnerships**

- 1) Operations
- 2) Merchandising
  - a) Merchants / Buyers
  - b) Visual Merchandising / Display
- 3) Human Resources
- 4) Distribution Center & Supply Chain
- 5) Information Technology
- 6) Marketing
- 7) Legal
- 8) Senior Management
- 9) Executive Officers
- 10) Board Members
- 11) Real Estate / Property Management
  - a) Real Estate
  - b) Store Design
  - c) Store Planning
  - d) Construction & Building Services
- 12) Internal Audit
- 13) Public Relations
- 14) Finance / Accounting
  - a) Inventory Control
  - b) Financial Audit
  - c) Credit Card / General Accounting Services

**104B. External Partnerships**

- 1) Law Enforcement & First Responders



- 2) Peers
- 3) Regulatory Agencies
- 4) Vendors & Contractors
- 6) Media
- 7) LP Consultants
- 8) Customers

## **5. Effective Working Relationships**

### **105A. Effective Working Relationships**

#### **105B. Skills Sets**

- 1) Negotiating
  - a) The Value of Compromise
- 2) Effective Communication
  - a) Non-Verbal Communication
- 3) Writing Skills
  - a) Using Email
  - b) Text Messaging
- 4) Active Listening
  - a) Paraphrasing
  - b) Mirroring
  - c) Active Listening - Clarifying
- 5) Public Speaking
  - 6) Verbal Skills
    - a) Verbal Presentation
    - b) Focus on the Positive

#### **105C. Becoming a Better Business Partner**

- 1) Marketing / Promoting Your Department / Programs
  - a) Building a Business Case
    - i. Understanding the Numbers
    - ii. Strategic Planning
    - iii. Forecasting
  - b) Adding Value

#### **105D. Business Savvy**

- 1) Understanding Operational Impact
  - a) Good Customer Service = Good Loss Prevention Practices
  - b) Good Operational Practices = Good Loss Prevention Practices
  - c) Good Human Resources Practices = Good Loss Prevention Practices
  - d) Good Merchandising Practices = Good Loss Prevention Practices
  - e) Good Housekeeping Practices = Good Loss Prevention Practices



- 2) Tailoring Your Message to Your Audience
- 3) Setting LP Goals to Match Corporate Goals

## **6. Specialty Management**

### **106A. Specialty Management**

### **106B. Specialties in Loss Prevention**

### **106C. Understanding the Role of Management**

- 1) Staffing
- 2) Store Roles & Responsibilities
- 3) The Impact of Sales Volume vs. Shrink Performance
- 4) Store Design & Layout
  - a) Store Themes
  - b) Management of Floor Space
  - c) Store Layout
  - d) Other Design Issues

### **106D. Managing the LP Process**

- 1) Variable Locations
  - a) Managing our Time
  - b) Travel Considerations
  - c) Communications & Follow-up
- 2) Managing a Different Team
  - a) Influence & Authority
- 3) Differentiation of the LP Role
  - a) Wearing Multiple Hats
  - b) Influence in the Stores
- 4) The Importance of Broad-Based Training
  - a) Explaining the “Whys”
  - b) Applying the “Hows”
- 5) Technology

### **106E. The Focus of Loss Prevention**

- 1) Determining the Type of Program
- 2) Building Relationships
- 3) Influencing Change
- 4) Target Store Programs