



Finding and Searching the Knowledge Base

At Leader's Holding Company® and its divisions, information is priceless in training successful people and creating successful teams. Our guests will receive the best service when we provide the best training and ongoing access to knowledge. We believe great information should be easily accessible and available to all.

In this section we will cover fundamental skills to find and search Leader's knowledge base.

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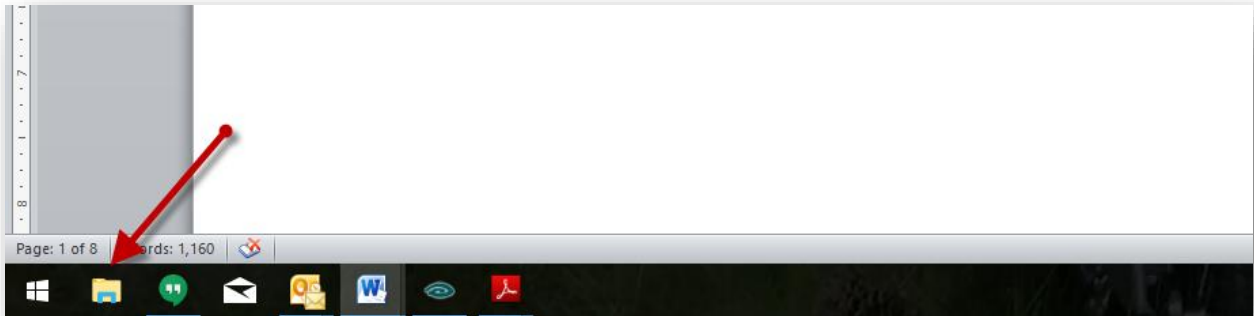
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Network drives

Leader's has a paperless distribution and office system. All of the knowledge and documentation for this paperless system is stored on network drives. The drives are a wealth of knowledge if we take the time to learn how to access them.

Accessing the drives

1. Click on the shortcut on your desktop or click on the folder in the lower right of your screen.



2. Double click the drive you wish to access

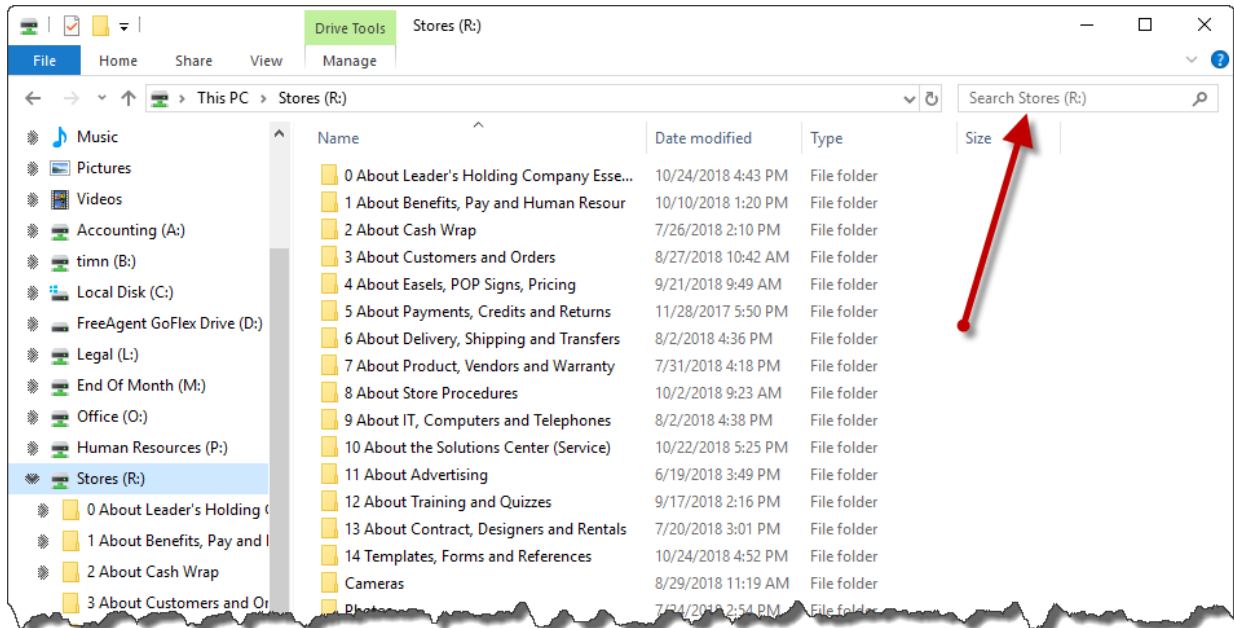
Stores R:

The Stores R: drive stand for "Retail." It is the primary knowledge base for the stores. Almost everything you need can be found here.

- ✓ Procedures
- ✓ Training
- ✓ Advertising (current & historical)

Quick Search & Control <F>

Windows now has a built in search box in File Explorer in the top right of the screen.



Most other programs like WORD, EXCEL and Acrobat require you to open the search window.

1. On computer keyboard click <ctrl> and <f>. The <f> key in this case means “find.” A small window will open somewhere on the top of the screen. If a search window already exists, the cursor will begin flashing in that window.



2. In Windows the search box is on top of the screen usually on the right side.
3. Type the word or phrase desired in the window then click <enter>.
 - a. The more specific the search term the more limited the results will be. If you are too specific you may not find what you are looking for.
 - i. **For example:** If we want to know all about rattan, then type in 'rattan' in search window. Many options using the word rattan will be shown. If we want to know about taking care of rattan, then type in “rattan care” and we will see fewer options.

Searching the R: Drive | A Network Drive

At Leader's Furniture a primary value has always been to keep information accessible to all who need it. The R drive on the computer system is an encyclopedia of knowledge about our products and processes. This R (meaning Retail) is available to all team members at any time for research and for learning.

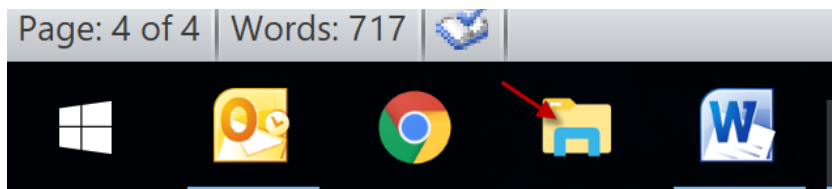
The R drive is organized by category. Think of the R drive as a digital file cabinet. Within the drive are categories which could be thought of as drawers of files. Within the files are documents. When searching the R drive it is possible to look in the entire file cabinet, in all categories and in all documents, at once. Such a search might yield many results depending on how much information exists about a searched item.

It is also possible to sort through the names of the drawers and files to limit how much data the search function has to do and results may be faster this way. With a very little time it is easy to learn the best way to search the huge data field in R for what is needed.

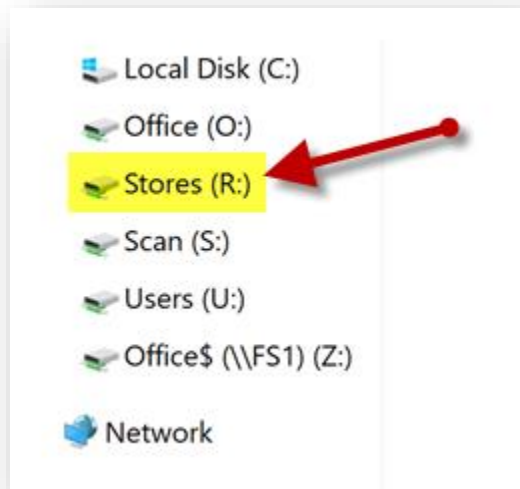
A great way to start the learning is to scroll through the file names in the R and open a few to see how it works. The categories will be labeled "About Leader's" or "About Products" or "About Training" for a few examples. In these category files are documents related to those subjects. But remember, it is possible to search the entire R drive at once but that will take longer than searching a category file. Below are the very simple steps for learning to research in R and its files.

Here are the steps with visual illustration.

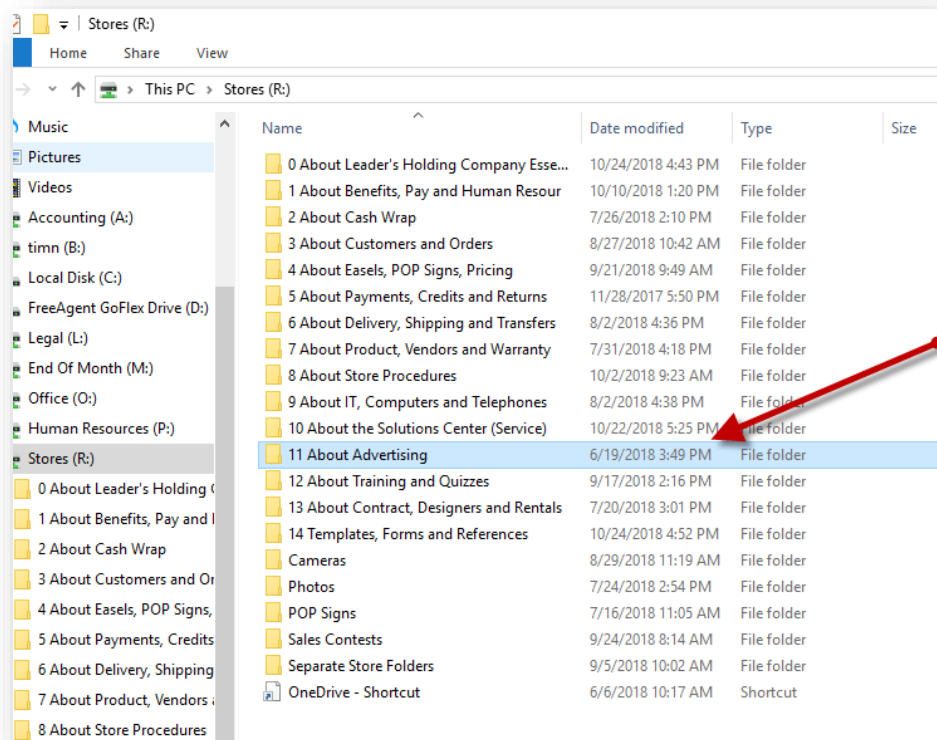
1. Find the file icon on computer screen. It is generally across the lower tol bar. Some stores have an R shortcut installed on desktops. See image below. Look for the file folder with red arrow.
2. Click on the file folder icon. Look for the drive named Stores R.



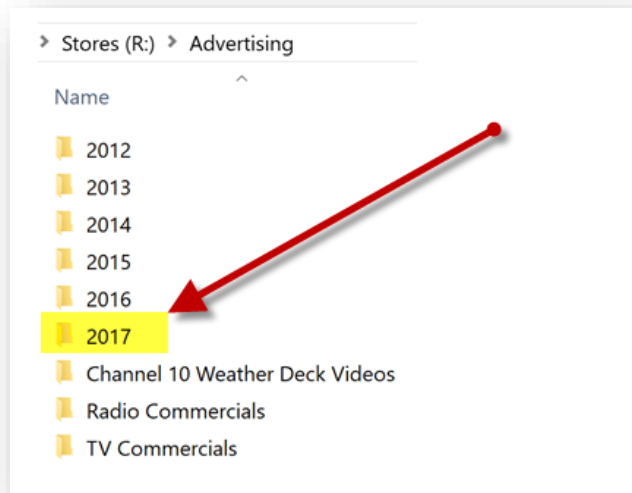
3. Click on the name 'Stores R'. The result should be similar to below.



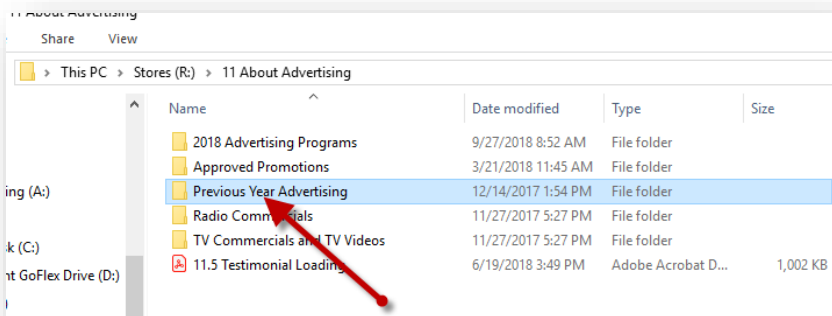
4. Click Advertising



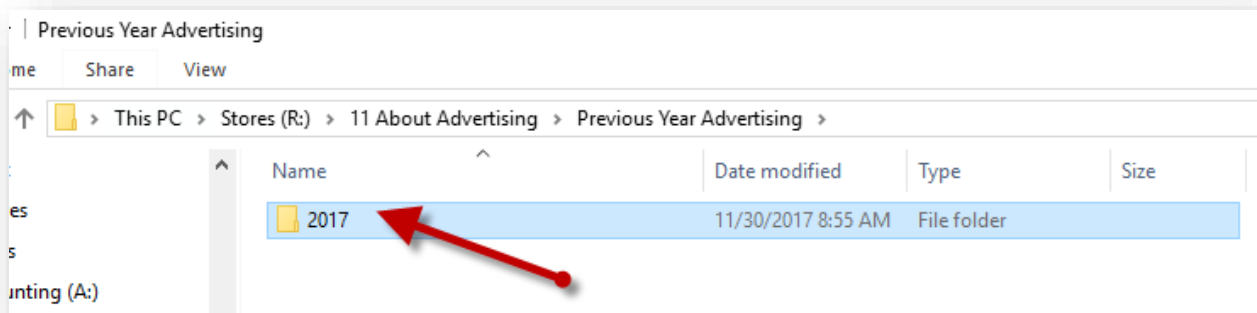
5. Click on '2017' for an example



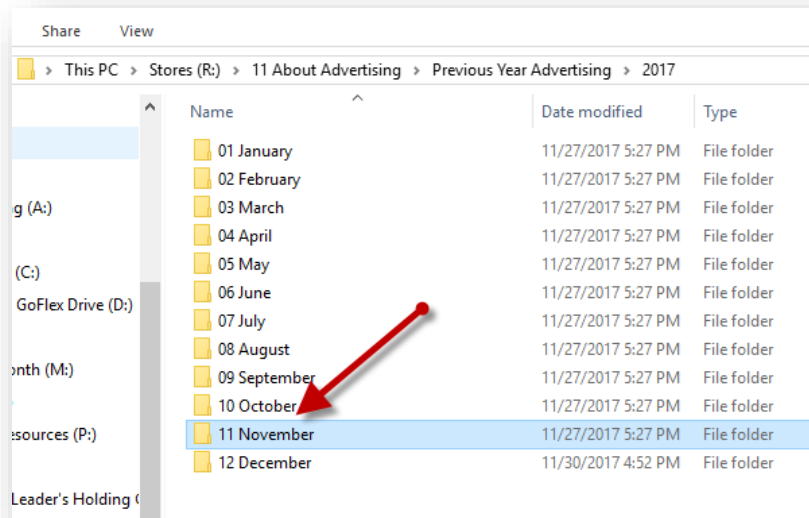
6. Click on "Previous Year Advertising"



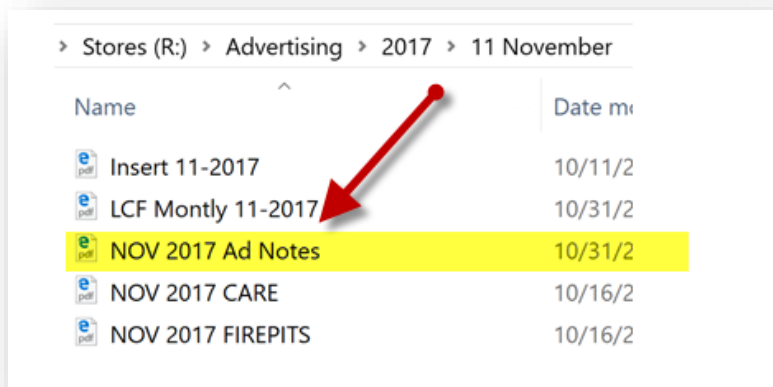
7. Click on 2017



8. Click on November for an example



9. Click on 'NOV 2017 Ad Notes' for an example.

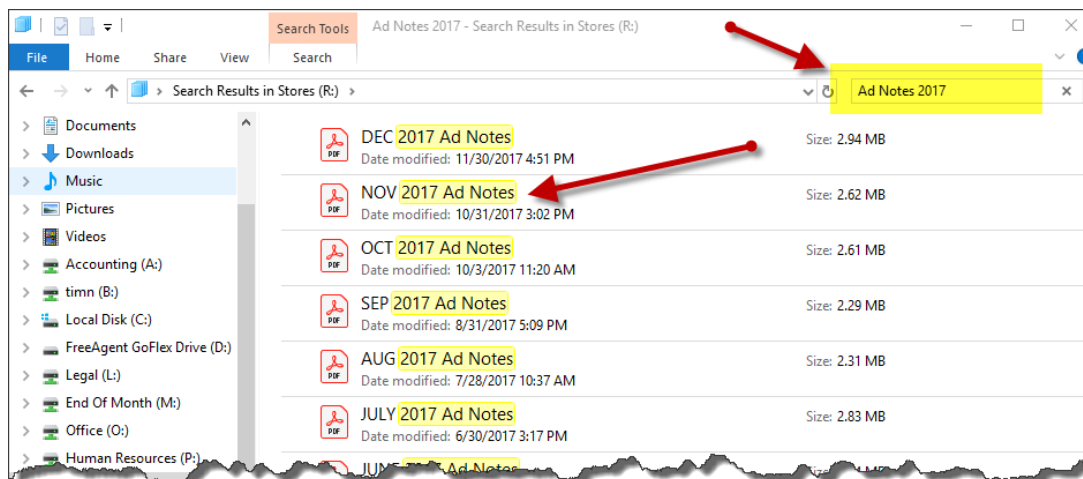


10. This document contains the advertising information and images for November 2017.



Let's find the same information using search but much faster

1. Go to the R: Drive and Search "Ad Notes 2017"
2. You will see all of the Ad Notes by month for 2017. Locate November



What is a Path?

A file path is a description of where it is located on a network drive. We do not email documents we send their path. We do this so there is one master copy of a document instead of many incorrect old

R:\Advertising\2017\11 November

R drive\subfolder "Advertising"\subfolder "2017"\subfolder "11 November"

Where is a Path Located?

Windows File Explorer

