

# Chat Shrink Training

April 2017

## Objectives:

- Understand why managing shrink is important
- Discuss how to manage conformance
- Learn what negatively impacts shrink
- Review policies on Away, Personal, and Makeup Time
- Talk about consistency & accountability

Why do we  
need to  
manage our  
shrink?



Poor



Average



Excellent

## How can I do my part?

- Manage Conformance
- Schedule Updates
- Remove Unworked OT
- Avoid Personal Time
- NO Away Time
- Makeup Time > 15
- 15 Minute Rule  
(Away/Sign-out Policy)



## 15 Minute Rule – Scenario 1

**Your 45 minute coaching is scheduled for 2pm, so you place yourself in that status at 1:45pm. Your last chat ends at 1:50pm. At what times should your coaching begin and end?**

## 15 Minute Rule – Scenario 2

**You have a 60 minute online training scheduled for 10:00am. You log into that status at 9:45am and get out of your last chat at 9:53am. At what times should this online training begin and end?**

**Would the answer change if it was a classroom training? Why or why not?**

## 15 Minute Rule – Scenario 3


**Your lunch is scheduled for noon. You place yourself in that status at 11:45am, and finish your last chat at 11:57am; however, the individual who drives you to lunch doesn't get off of their chat until 12:05pm. At what times should your lunch begin and end?**

## Consistency & Accountability

A photograph of a sunset over the ocean. The sky is a gradient of orange and yellow, and the water is dark with white-capped waves in the foreground. A quote is overlaid in white text.

Accountability is the glue that  
ties commitment to the result.

Bob Proctor

 quoteancy



**Thank you.**