Staff Training Session Sample Outline

60 minutes | Retail staff | Educational consulting and training

This sample shows the structure of a typical Second Look session. The final examples and store procedures are tailored with the client before delivery.

Session goal

Help staff recognize common risk conditions, observe safely, document only what they know, and involve a manager under the retailer’s own policy.

Run of show

Time	Topic	Participant takeaway
0–5 min	Welcome and store policy	Know the purpose, safety boundary, and escalation contact.
5–18 min	Theft patterns and risk conditions	Recognize repeat shelf gaps, concealment opportunities, and high-risk placement without profiling people.
18–32 min	Safe observation	Keep distance, avoid confrontation, follow store policy, and prioritize safety.
32–45 min	Factual documentation	Record time, location, items, and directly observed actions; separate facts from assumptions.
45–55 min	Manager involvement	Use a simple threshold for prompt reporting and preserve relevant information under policy.
55–60 min	Scenario and questions	Practice a neutral handoff to a manager.

Example practice prompt

A team member notices several empty spaces in a small eye care section and sees a shopper leave the aisle. What can the employee accurately record, and when should a manager be notified? Discuss the difference between an observed shelf condition and an assumption about a person.

Included with the session

A digital staff checklist, a short session outline, and time for questions. This training does not authorize staff to detain, pursue, or investigate anyone.

Illustrative sample | Contact Bryan to discuss a staff session