Discussion 1.2

Topic 1 - Short Discussion Activity: "Leadership in Action – Retail Edition"

Objective:
To explore the impact of leadership behaviour in retail through contrasting examples of poor vs inspiring leadership.

Instructions (10–15 minutes):

1. **Split into small groups** (3–4 people).
2. **Read and discuss the two leadership styles below.**
3. Answer the discussion questions as a group.
4. Be ready to share one key insight with the room.

Scenario 1: Poor Leadership

Store Manager under pressure during a busy weekend sale

"Just get it done—I don't care how."
"You should know this by now."
"We don't have time for feedback today."
"I don't want excuses, I want results."

Scenario 2: Inspiring Leadership

Store Manager during the same weekend sale

"Let's focus on what we can control—how we support each other."
"Thanks for stepping up today—your effort hasn't gone unnoticed."
"If something's not working, tell me—I trust your insight."
"We've got this. Let's make it a great experience for our customers."

Discussion Questions:

- How would you feel working under each manager?
- What impact would each style have on customer experience?
- Which behaviours stood out most to you—and why?
- Can you think of a time you've experienced either of these in real life?
- What's one small shift a leader could make to become more inspiring?