

REFLECTION PERSONAL EXERCISE PART 1

- 1. As you reflect back on 2019, jot down the highlights of what you accomplished in 2019.*
- 2. What is the BEST thing that happened to you?*
- 3. What accomplishment are you most proud of?*
- 4. What things did you want to accomplish but didn't? What got in the way?*
- 5. What did you learn about yourself in 2019?*
- 6. What is one thing you accomplished in 2019 that you want to accomplish again in 2020?*

REFLECTION STORE EXERCISE PART 2

- 1. What is the biggest success from your store in 2019 that you are most proud of?*
- 2. What led to this success?*
- 3. Thinking about your team, what is one thing you are grateful for?*
- 4. Thinking about the customer experience in your store, what are you known for?*
- 4. Thinking about the operations of your store, what are the things you learned to do consistently in 2019?*
- 5. Thinking about your sales results, what kept you from achieving the desired financial results?*
- 6. What did you learn about yourself as a leader in 2019?*