



SAMSUNG

Galaxy
Con

Welcome to GalaxyCon!

This program will give you additional information on each of the available training breakout sessions. Click on the name of the session in the table of contents to read an overview, team partnership, and any major objectives from the sessions.



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- [Session List](#)
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name to get more information.*



Dear Field Sales Organization,

Welcome to Winter NRM 2022! I am incredibly excited to share the enhancements we've made to our upcoming National Retail Meeting.

We frequently ask you to take surveys and share your feedback with us – you may wonder what we do with those. In 2021, we sent you post event surveys, invited you to focus groups, calculated your MCS downloads and SRT visits, how many TikToks you watched, and read every comment you gave us on Facebook Workplace. With all of that, we came to one conclusion: Building a “one size fits all” approach does not fit for all.

So we didn't.

We invite you to attend *GalaxyCon: Build Your Own Journey*, new approach to training that lets you select from a variety of short sessions so you walk away with exactly what you need. While some of the courses are a requirement, we've built an assortment of explanations and resources within that allow you to go as deep into the products as you'd like.

We've also partnered with various support teams to give you knowledge and skills across a range of platforms and targeted focuses: products, systems, and personal wellbeing.

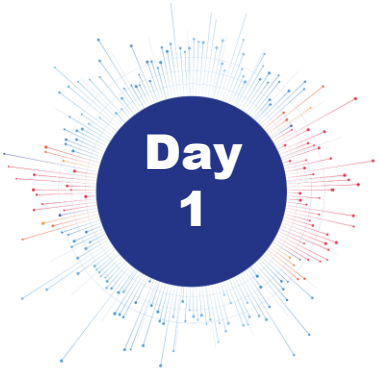
I'm excited for you to see the list of sessions and even more excited to hear your response on the morning of day three.

Thank you for taking the time to share your valuable feedback. We look forward to supporting you in 2022!

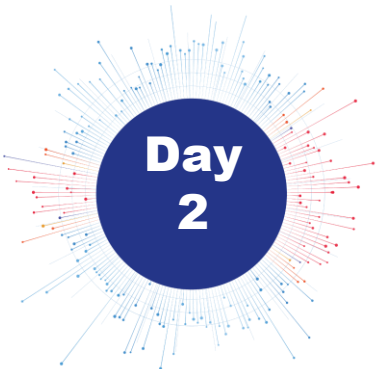
Thank you,
Ryan Faggioni
Director, Retail Training



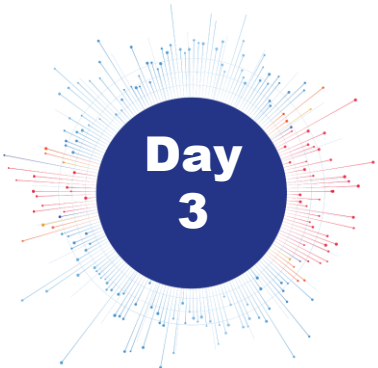
Session List



- [Samsung Labs](#)
- [Training Grounds](#)
- [Introduction to Mystery Shops](#)



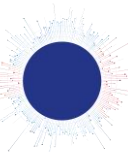
- [Matrix Matchup](#)
- [Elite Dashboards:](#)
 - [Maximizing Your MBO](#)
 - [Saved By the Rainbow](#)
 - [Using Systems Effectively](#)
 - [A Director's View of Reporting](#)
 - [NCME Meditation](#)
- [Identify Your Personal Values](#)
- [Was it Worth it? Let Me Work it](#)
- [Peek Approved](#)
- [Running Effective CEEs](#)
- [The Connection](#)
- [Digital Transformation](#)
- [30 Minutes: Fireside with FSMs](#)



- [NRM Recap](#)
- [You Had Me at Rainbow](#)

Tip: some sessions have a limited capacity; however, there are enough recurrences of these sessions to accommodate all NRM participants. If a session you'd like to attend is full, check another time slot.

Clicking this on any page will return you back to this list

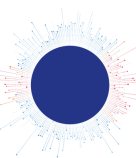


Required Sessions



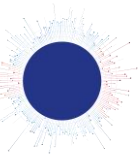
Required	
Session Name	Number of Sessions
Samsung Labs 101	1
Samsung Labs 201	3
Samsung Labs 301	3
Samsung Labs 401	3
Training Grounds (3 out of 7)	5
Introduction to Mystery Shops	1

Required	
Session Name	Number of Sessions
Matrix Matchup	1
Elite Dashboards	7
Using Systems Effectively	7
Peek Approved	7
The Connection	7
NRM Recap	1
You Had Me at Rainbow	1





Session Overviews



Length	30 minutes each
Type	Required
Team	Retail Training



Product training has been broken into four sessions. The first (Samsung Labs 101) is completed in a general session. After completing Labs 101, learners will attend Labs 201, 301, and 401. It doesn't matter what order you take them in, as long as you take all three next level sessions.



Join this live session for a deep dive into the hardware of the newest Samsung products, both mobile and NCME. In this session, you'll learn the nitty-gritty details of what makes our newest releases so effective.



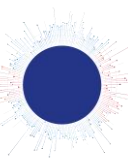
This live session is one of three that will explore the features included in the primary categories of the newest devices. This session targets the CXPs (Customer eXperience Points) that makeup Communicating.



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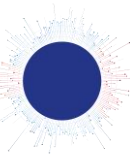
This live session is one of three that will explore the features included in the primary categories of the newest devices. This session targets the CXPs (Customer eXperience Points) that makeup Communicating.



Length	15 minutes each
Type	3 Out Of 7 Required
Team	Retail Training

TRAINING GROUNDS

In these live sessions, you'll watch videos that showcase the capabilities of new products, then recreate them yourself on your own devices. These sessions have a host who you can ask questions but are mostly self-guided. You must take three out of the seven available sessions.



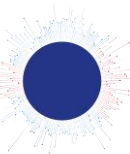
Length	30 minutes
Type	Required
Team	Business Insights

In this live session, join the Business Insights team to discuss Mystery Shops. Learn the formula and scoring process and the strict requirements to maintain Mystery Shopper status. You'll also get a preview of the upcoming Mystery Shop statements!



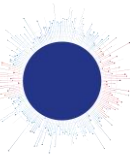
INTRODUCTION TO MYSTERY SHOPS

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Length	1 hour
Type	Required
Team	Retail Training

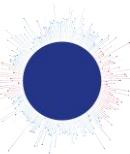
Do you remember Demo Dojo? Meet the 2022 sequel! This live session involves head-to-head challenges for the best product demonstration – with a store employee as your customer. Everyone will be introduced to the activity in the main room and shown an example; then, you'll return to vFairs and select your designated battleground (district vs. district). How well can you combine product knowledge, effective demos, and Mystery Shop statements? We'll find out!



Length	20 minutes
Type	Required
Team	Retail Training

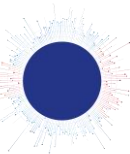
Join the Pulse team for a walk through the world of Elite. This live session includes a tour of the latest dashboard you can use to make strategic (and financially rewarding!) decisions in your stores. Full of activities and challenges, this will give you the foundation to show off the tool and understand its analytics.

ELITE



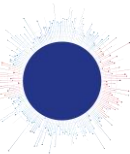
Length	30 minutes
Type	Optional
Team	R2B

Join the R2B team as they “time-out” some less than radical interactions with small businesses. In this live session, learn about pivoting between consumer CXPs and business CXPs, and get some practice time in with a buddy.



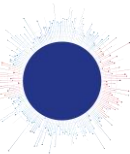
Length	20 minutes
Type	Required
Team	Operations

Join the operations team for a hands-on practice session finding the necessary documents on your mobile device and putting them to use with new SRMS functionality. This live session is intended to prepare you for store visits with the upcoming launch – be faster, smarter, and better.



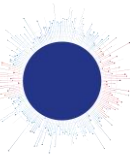
Length	20 minutes
Type	Optional
Team	Retail

Join Retail Directors **Kelly Ingle** and **Omar Omari** for a thought-provoking discussion around how directors view business reporting. When presented with limited information, what external sources do they seek out? What trends do they search for? And ultimately, what actions would they take as a result of this information?



Length	20 minutes
Type	Optional
Team	Retail Training

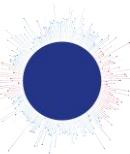
Join certified Yoga Instructor Amy Montoya as she guides you through deep breathing, stretching, and positive affirmations. This live session requires a Galaxy Watch or method of tracking pre/post session heart rate and stress level.



Length	25 minutes
Type	Optional
Team	Retail Training

Spend some time alone in this self-guided session where you explore your priorities and daily behaviors. At the end of this session, you'll have a developed plan for identifying your personal values and taking the next steps to prioritize them in your activities.

- Identify
- Your
- Personal
- Values



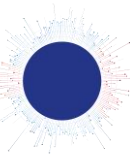
Length	20 minutes
Type	Optional
Team	Retail Training

Oh no! The store had an uncharacteristic rush of customers, and you weren't able to discuss all your talking points! Join the Retail Training and Videography teams to make a recap video to send to your stores with levels of learning built-in and some polish and flair.



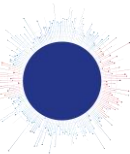
**WAS IT WORTH IT?
LET ME WORK IT.**

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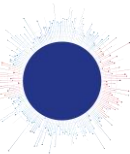
Length	25 minutes
Type	Required
Team	Retail

Whether it's your first Sneak Peek or your twentieth, it can be confusing to know what to focus on. Join some field leaders with the highest volume of pre-order sales for best practice sharing and guidance on maximizing those next two weeks. By the end of the session, you'll have your first draft of your Sneak Peek agenda ready for review.



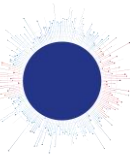
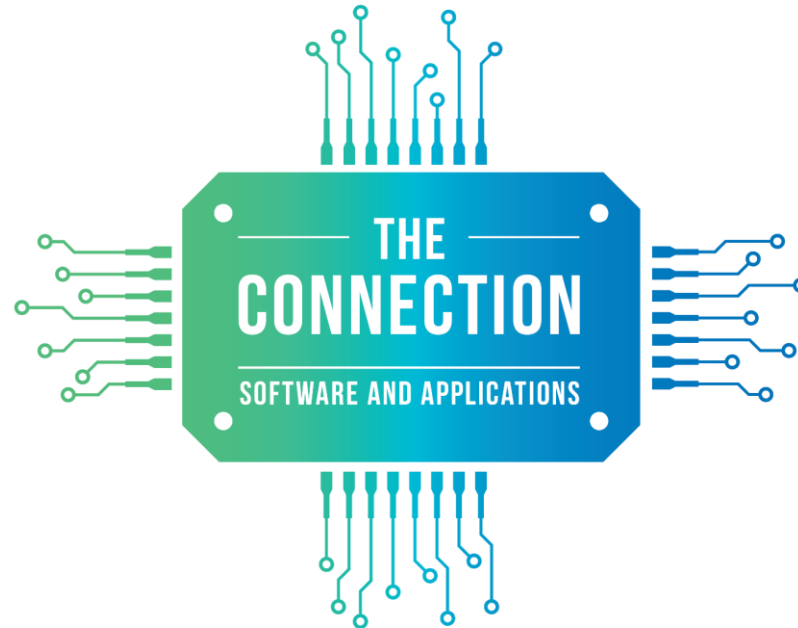
Length	20 minutes
Type	Optional
Team	Retail and Operations

Join field leaders and Operations for a preview of what's coming in this launch's CEE kits. You'll hear the intent behind which products were selected (and which ones weren't), as well as speak to veteran CEE presenters for their best practices.



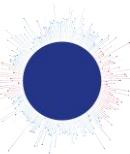
Length	25 minutes
Type	Optional
Team	Retail

Dig into this self-guided session's MDE (multi-device-experience) of Samsung products. This session explores identifying verbal, non-verbal, and technological cues to make specific hardware and application recommendations revolving around case studies. By the end of this session, you'll have an impactful activity to conduct in stores, regardless of the type of inventory.



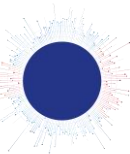
Length	25 minutes
Type	Optional
Team	Retail Training

Enjoy the throwback to some previous NRMs with games you'll recognize that have been updated to the most current products and consumers. Spend time exploring the tools and setting them up, so you're comfortable using them in the field.



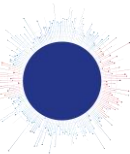
Length	30 minutes
Type	Optional
Team	Retail

Remember 60 minutes? We didn't have that much time. Join 15 FSMs from around the country as we hit them with tough questions and ask for their advice. With three options to attend, each session will bring five FSMs together to share best practices and share their experience.



Length	30 minutes
Type	Required
Team	Retail Training

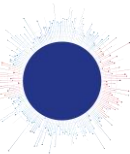
This year features a very different approach, and we'd love to hear your immediate feedback. Join this live session to review the previous day's activities, highest session attendance, and top scores from knowledge checks (it wouldn't be training if you didn't take a quiz!). Take this opportunity to share your true feedback from the previous day, both in the format and session topics and materials. NRM is for you, and it's our goal to make it not only a fun experience but impactful as well.



Length	1.5 hours
Type	Required
Team	Retail Training

This live session challenges you to put it all together in the most impactful way for your customer – the store employees. Focusing on your own channels and demographics, right-size the device through product knowledge, and then right-size your approach for your customer. By the end of the session, you'll be prepared to join your regional breakouts for guidance on channel and region specifics.

YOU HAD ME AT
RAINBOW





See you soon!