

TAILORED LEADERSHIP

PROGRAM



About the NRA

The NRA is Australia's largest and most representative retail industry organisation servicing close to 20,000 stores and outlets. We are a not-for-profit organisation built on strong relationships with our members. We exist to help retail and service sector businesses comply with an ever changing and growing regulatory environment and our collaborative approach will make it feel as if we are part of your team.

About the Training Team

Our programs are delivered by highly trained and well-qualified in-house trainers.

We combine our specialist skills in vocational education and development, with our extensive retail industry experience, to provide relevant and practical training solutions to retailers across Australia.

Program Details

Duration: 3 days or 1/2 day a month for 6 months.

Venue: The course is available on or off-site for groups of any size.

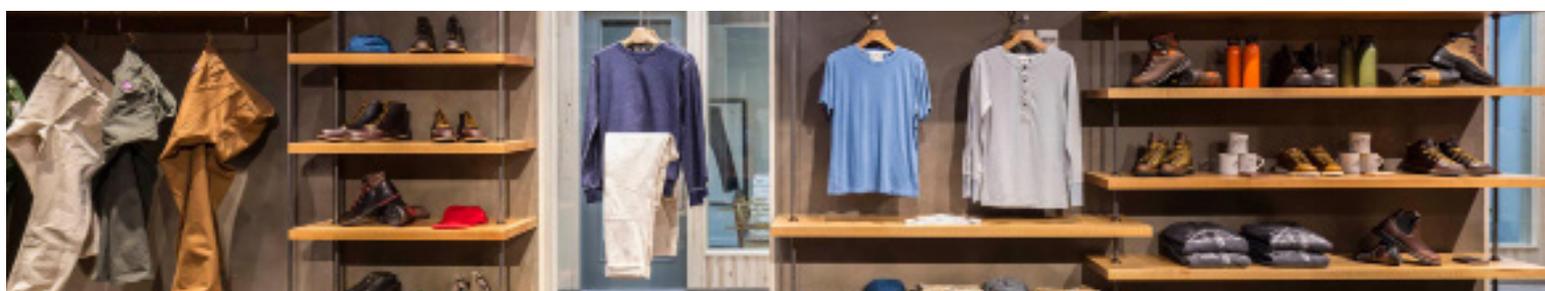
Cost: Variable dependent on your training needs.

Qualification: Depending on your training needs we can offer accredited and non-accredited leadership programs.

To discuss a tailored leadership program for your business contact us via our toll free number 1800 732 066.

Day 1: People Matters

09:00	Introduction and Team Foundation
09:30	Personality and The Sales Process <ul style="list-style-type: none">• Background• Personality analysis• How it affects sales
10:30	Morning Tea
10:45	Communication <ul style="list-style-type: none">• Body Language• VAK• 6 ways to influence
11:30	Motivation <ul style="list-style-type: none">• Maslow and understanding your team• Transactional analysis theory
12:15	Lunch
13:00	Leadership <ul style="list-style-type: none">• Leading v managing• Leadership styles• Power styles• 7 habits• Employing the right people• Goal setting• Time management
15:00	Afternoon Tea
15:15	Leadership <ul style="list-style-type: none">• Forming, norming, storming and performing• Performance review• Performance• Explain team presentations for last day
16:30	Day 1 Close



Day 2: Business Matters

09:00	Day 1 Recap
09:30	Business by Budgets <ul style="list-style-type: none">• Budgets• Rosters• Category management
10:30	Morning Tea
10:45	GP <ul style="list-style-type: none">• Margins v GP• Cost of goods• GP calculations
12:00	Lunch
13:00	Developing your Team <ul style="list-style-type: none">• Barriers to learning• Training styles• Training, coaching and mentoring• Tips and techniques
16:00	Day 2 Close

Day 3: Business Matters

09:00	Day 2 Recap
09:15	Safety in Retail <ul style="list-style-type: none">• Legislation• Hazards and risks• Controls• Contractor management• Safety management plan
10:15	Morning Tea
10:30	Merchandising to Maximise Sales <ul style="list-style-type: none">• Shelf space• Colour• Theatre• Pricing• Ticketing
12:00	Lunch
12:45	Merchandising to Maximise Sales Continued
13:45	Afternoon Tea and Preparation for Presentations
15:00	Presentations <ul style="list-style-type: none">• 4 teams• 10 minute presentations plus discussions
16:00	Day 3 Close

*Day 4 Option - Customer Service



Benefits of participating in NRA's Leadership Program

- Learn how to effectively manage staff.
- Develop a range of communication techniques.
- Gain tips and techniques to provide better service to customers.
- Gain further skills to support your current position as a manager.
- Improve your chances for promotion.
- Assist in returning to the workplace.
- Keep up to date with the latest trends in retail management.
- Gather the tools to improve staff training and performance.

Testimonial

One of the key building blocks of our future in retail and as a paint specialist, is our Retail Leaders program, developed in conjunction with NRA.

This program allows us to deliver management, productivity and capacity building through a course that provides practical and self-developmental outcomes.

No one will create the paint specialists of the future but us – we are committed to creating store, business and market leaders – this course helps build this capacity and cement our culture.

We are 25 years old this year – this is a foundation for the next 25!

- Mark Sutton, General Manager, Paint Place Group