

# Store Managers Leadership Training

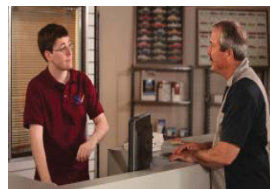
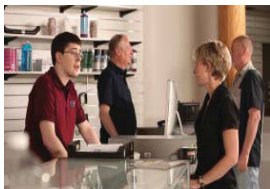
## Maximizing Employee Potential for Sales and Service

### Course Description:

This Leadership training. This customized training program will teach store managers on how to apply effective Leadership Skills that will focus on enhancing customer service, selling skills and teamwork. The training will provide managers with a toolbox of leadership skills that they will understand, relate to and be able to effectively apply. They will learn how to coach, guide and motivate employees to achieve maximum sales and service results.

### Topics:

- Tips and techniques on how to motivate people
- One on one coaching techniques
- Leadership skills on how to provide corrective and positive feedback
- Planning and conducting productive team meetings
- Leading staff with clear expectations on how to achieve sales & customer service goals



### Sales and Service Highlights with Video Demonstrations:

- Techniques in maintaining a daily positive attitude and co-worker relationships
- Creating a positive workplace for employees
- Professional phone manners
- Dealing with difficult people
- Techniques to build customer rapport
- Creating a positive impression every time
- Maintaining a professional image
- Asking appropriate questions to identify needs
- Actively listening to your customer
- Being knowledgeable about your offering
- Presenting the right solutions with passion and enthusiasm
- Offer related products and services
- Continue to offer professional consistent service
- Set clear and well defined collaborative team goals

### The Participant will be able to:

- Enhance their managerial and leadership skills
- Learn how to become a better coach to motivate and improve employee performance
- Strategically set goals to enhance overall store sales & performance
- Measure store and individual employee performance
- Clarify exactly how your sales & service efforts are perceived from your customers view
- Create store consistencies related to sales and service
- Build store team morale
- Create a positive work environment that will enhance productivity and performance
- Plan and execute productive staff and sales meetings and set measureable collaborative goals