

Frontline Management Solutions

1 day 9.30 to 4.45

Overview

When you promote staff into supervisor positions, you need to be confident that they can manage their team to deliver excellent service. One day, they're 'one of the team'; the next, they're supervising it – this requires a whole new range of skills, and making the transition isn't always easy.

Frontline Management Solutions will help develop your staff into efficient and respected retail (delete retail) supervisors and managers. It covers all the most important areas they'll need to cope with, from building teams to training, and uses exercises, case studies, practical examples and clear guidelines to give them the skills they need to achieve the best results.

What will I learn?

Your managers and supervisors will learn:

- How to create high performing teams and coach them
- How to empower their teams to deliver excellent customer service
- Recruitment and induction techniques
- Steps to becoming empowered as a manager
- How to manage change and productivity while still focusing on the customer
- The importance of training
- How to use all of the above to create winning business strategies