



National Retail  
Association



# People Leadership Program FOR RETAIL LEADERS

**MODULE 1  
EFFECTIVE  
COMMUNICATION**  
**10 OCTOBER  
2018**

## Course information

Each module is a one-day workshop.

NRA Training supplies participants with a detailed workbook that provides all of the information covered in the workshop, plus room for note-taking.

Tea, coffee and water provided.

### What is the duration?

The workshop will run from 9.30am - 4.30pm.

### What is the cost?

\$300 per person, per workshop.

NRA members receive a 10% discount.

### What is the location?

NRA Head Office:

3/33 Park Road, Milton QLD 4064

Other sites can be negotiated for groups.

## Module 1 : Effective Communication

- What is communication?
- What's my style?
- Hearing vs listening
- Body language
- Positive and negative cycle success model
- Team relationships
- Influencing
- Change management

## Register Now!

OR Contact Ginny Morris on

**E:** [g.morris@nra.net.au](mailto:g.morris@nra.net.au)

**T:** 1800 732 066



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# People Leadership Program FOR RETAIL LEADERS

MODULE 2  
PEOPLE  
MANAGEMENT  
14 NOVEMBER  
2018

## Course information

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## Module 2 : People Management

- Understanding people capabilities
- Situational leadership
- Succession planning
- Managing a diverse workforce
- Managing my team for retention
- Employee engagement
- Coaching and the GROW model

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# People Leadership Program FOR RETAIL LEADERS

MODULE 3  
LEADING MY TEAM  
13 FEBRUARY  
2019

## Course information

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### What is the duration?

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### What is the cost?

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### What is the location?

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## Module 3 : Leading My Team

- Problem solving
- Root cause analysis
- Decision making
- Managing performance
- Performance management
- Must have conversations

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# People Leadership Program FOR RETAIL LEADERS

MODULE 4  
INSPIRE MY TEAM  
13 MARCH 2019

## Course information

Each module is a one-day workshop.

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Tea, coffee and water provided.

### What is the duration?

The workshop will run from 9.30am - 4.30pm.

### What is the cost?

\$300 per person, per workshop.

NRA members receive a 10% discount.

### What is the location?

NRA Head Office:

3/33 Park Road, Milton QLD 4064

Other sites can be negotiated for groups.

## Module 4 : Inspire My Team

- Management vs leadership
- Delegation in action
- What does a great team look like?
- Stages of team life
- Engaging your employees
- Customer connection

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# People Leadership Program FOR RETAIL LEADERS

MODULE 5  
RESILIENCE  
10 APRIL 2019

## Course information

Each module is a one-day workshop.

NRA Training supplies participants with a detailed workbook that provides all of the information covered in the workshop, plus room for note-taking.

Tea, coffee and water provided.

### What is the duration?

The workshop will run from 9.30am - 4.30pm.

### What is the cost?

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### What is the location?

NRA Head Office:

3/33 Park Road, Milton QLD 4064

Other sites can be negotiated for groups.

## Module 5 : Resilience

- What is resilience and why do we need it?
- The Johari Window
- What is stress and how does this affect us?
- How does low resilience affect our team and business?
- Tools to build resilience everyday
- Creating an environment of resilience for my team

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