



National Retail  
Association



# PROFESSIONAL DEVELOPMENT AND WORKSHOPS

INFORMATION  
KIT

Make learning and professional development an essential component of your company and ensure you are developing the skills and knowledge your employees need to help grow your business.

NRA has developed a suite of Professional Development and Workshop sessions to choose from that can be customised and delivered in your business at times convenient to your team.

# ABOUT NATIONAL RETAIL ASSOCIATION TRAINING

As a nationally Registered Training Organisation, NRA delivers training throughout Australia, including all states and regional areas. Our permanent team of trainers offers a wide range of accredited and non-accredited courses, including certificate and diploma qualifications, pre-employment programs, customer service training, retail traineeships and mystery shopping services. Our experienced trainers can tailor flexible options to suit your business upon request.

## OUR SERVICES

At NRA our services include, but are not limited to:

- Qualifications and courses
- Food safety training
- Government funding opportunities
- Case studies
- Traineeships
- Webinars
- Boot camps
- Workshops

In this information book, we have listed our most requested offerings. We can also develop bespoke training programs tailored specifically to your needs. Just call us to obtain a quote for your requirements.

## CUSTOMER SERVICE

### **Description:**

Customer service is one of the top priorities that retail employers are looking for in their businesses. Our Customer Service workshop is ideal for anyone working in a customer service role, as it covers both the core and advanced skills necessary to communicate with others and engage with customers.

### **Key Learnings:**

During this workshop participants will learn to:

- Understand the foundations of verbal communications
  - Engage with customers and adapt their approach to suit
  - Identify and act upon opportunities to assist customers
  - Question, actively listen and then resolve customer problems and queries
- Full day \$2,000 + GST  
Half day \$1,500 + GST  
+ travel costs
  - This course is suitable for :  
Anyone working a customer service role

## RETAIL SALES

### **Description:**

This workshop is applicable for any staff member who could be involved in the sales process and teaches them how to determine a customer's needs, match products and services to those needs, and then to facilitate the sale.

### **Key Learnings:**

During this workshop participants will learn to:

- Connect with customers, build rapport with them and use questioning and active listening to facilitate the conversation.
  - Determine customers' needs, preferences and expectations.
  - Provide tailored solutions to customers based on their requirements.
  - Provide alternative options to customers when their first preference is not available.
  - Take opportunities to upsell and cross sell products and services to maximise the profitability of the transaction.
- Full day \$2,000 + GST  
Half day \$1,500 + GST  
+ travel costs
  - This course is suitable for :  
Anyone working a customer service role

## FOOD SAFETY

### **Description:**

Many parts of Australia have legal requirements that food businesses have a food safety supervisor in their workplace, and employers value new employees who can demonstrate an understanding in this area. Our training course will give participants an understanding of food safety standards, how to maintain them, and how to avoid food safety breaches which can seriously affect customers and the reputation of a business.

### **Key Learnings:**

During this workshop participants will learn:

- An understanding of food safety standards
  - Knowledge of how to maintain food safety standards
  - Knowledge of how to avoid food safety breaches which can seriously affect customers and the reputation of a business.
- Full day \$2,000 + GST for groups  
OR online option available @ \$110pp  
+ travel costs
  - This course is suitable for :  
Anyone working in a food handling environment

## VISUAL MERCHANDISING

### **Description:**

This workshop teaches retail staff how to prepare, produce and maintain merchandise displays in accordance with visual merchandising requirements.

### **Key Learnings:**

- Visual merchandising (What is it? Target market, purpose and expectations)
- Display elements (Symmetry, asymmetrical displays, height, size, focus etc.)
- Colour blocking
- Planning, preparation and maintenance
- Ticketing and labelling
- Out posting

Optional: Our trainer can conduct store visits to put learning into practice, including:

- A shop tour to indicate 'hot spots' and high traffic areas
- Action plan/planogram activity
- Recommendations for changes

- Full day \$2,000 + GST  
Half day \$1,500 + GST  
+ travel costs
- This course is suitable for :  
Anyone working in a retail environment

## PEOPLE MANAGEMENT

### **Description:**

People management is a vital 'soft' leadership skill that is a subset of human resource management. It deals with strategic, financial and policy issues as well as people development, their work activities and their performance with the goal of optimizing efficient use of talent.

### **Key Learnings:**

During this workshop participants will learn:

- An understanding of people capabilities
- Situational leadership and succession planning
- Managing a diverse workforce
- Employee engagement and retention
- Coaching and the GROW model

- Full day \$2,000 + GST  
Half day \$1,500 + GST  
+ travel costs

- This course is suitable for :  
Business owners and Managers of teams

## INSPIRE MY TEAM

### **Description:**

This workshop shows managers and leaders the most powerful ways to keep the members of your team motivated and giving their very best on the job.

### **Key Learnings:**

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

- Full day \$2,000 + GST  
Half day \$1,500 + GST  
+ travel costs

- This course is suitable for :  
Business owners and Managers of teams

## BUILDING RESILIENCE

### **Description:**

Resilience is the key secret ingredient to immunise your team against most work problems. In this workshop, you will learn that building resilience is one way we can reduce our stress at work and contribute to a more mentally healthy workplace.

### **Key Learnings:**

- 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

- Full day \$2,000 + GST  
Half day \$1,500 + GST  
+ travel costs

- This course is suitable for :  
Business owners and Managers of teams

## EFFECTIVE COMMUNICATION

### **Description:**

This workshop will teach the participant what communication is and how to recognise different types of communication and styles of delivery. You will learn about body language, team relationships, influencing and change management.

### **Key Learnings:**

During this workshop participants will learn to:

- Recognise different communication styles.
  - About the positive and negative cycle success model.
  - Influence customers and colleagues.
  - Balance hearing vs listening.
- Full day \$2,000 + GST  
Half day \$1,500 + GST  
+ travel costs
  - This course is suitable for :  
Business owners and Managers of teams

## ACCREDITED QUALIFICATIONS

### **Description:**

The NRA Training and Development team specialise in retail training and offer the following accredited training courses:

### **Courses:**

- Certificate II in Retail Services
  - Certificate III in Retail Services
  - Certificate IV in Retail Management
  - Diploma of Retail Leadership
- Please note: Government funding may be available for eligible candidates.
  - These courses are suitable for anyone eager to work in the retail industry, who is wanting to expand their current skill set, or who wants to have their existing skills and knowledge recognised and mapped to a formal qualification.

# ABOUT NATIONAL RETAIL ASSOCIATION

## LEGAL

NRA Legal draws on unrivaled experience and industry knowledge to manage business risks and provide solutions to the wide range of workplace relations challenges in your business.

As the only retail association with a wholly owned legal practice, you can feel confident you are receiving industry specific advice at a competitive price.

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## PERFORMANCE MANAGEMENT FOR RETAIL LEADERS

Performance management starts with great communication and an ability to deliver constructive feedback to your team. In this workshop, the National Retail Association's workplace relations lawyers will guide retail leaders through rational methods of performance management and how to best minimise the legal risks associated with getting performance management wrong.

### Key Learnings:

- Communication essentials
- How to be an effective coach
- How to give constructive feedback
- Identifying early behaviours and performance issues
- How to have difficult conversations
- How to commence a formal performance management process
- Implementing performance improvement plans
- Tips and strategies for responding to common performance management scenarios
- The consequences if you get it wrong

● Intermediate - Advanced level

● Full day \$3,000 + GST  
Half day \$2,000 + GST  
+ travel costs

● This course is suitable for :  
Business owners, Managers, HR

## FAIR WORK BOOT CAMP

In this boot camp, the National Retail Association's workplace relations lawyers will assist retailers to monitor compliance with the Fair Work regime and provide practical tips for employers to navigate workplace laws. You will be given an overview of your legal obligations as an employer, how to know what Modern Award applies to your business and how to classify your employees, and how to assess your level of compliance and mitigate the risks of non-compliance.

### Key Learnings:

- The responsibilities of franchisees to comply with workplace laws
- Who is the Fair Work Ombudsman and what are their powers?
- Understanding the 10 National Employment Standards
- Understanding the basics of the Modern Awards
- Record Keeping Obligations under the Fair Work Act
- Tools and resources to help you meet your compliance obligations

● Entry - Intermediate level

● Full day \$3,000 + GST  
Half day \$2,000 + GST  
+ travel costs

● This course is suitable for :  
Business owners, Managers, HR

## UNDERSTANDING THE GENERAL RETAIL INDUSTRY AWARD

The General Retail Industry Award (GRIA) has everyday application to many retail businesses across Australia but can often leave your head spinning. In this seminar, the National Retail Association's workplace relations lawyers will take you through some of the basic terms to help improve your understanding of and compliance with GRIA. This will include how to know that GRIA applies to your business, the interaction of GRIA with the NES and how to properly classify your employees.

### **Key Learnings:**

- Understanding the basics of the General Retail Industry Award
  - How to classify your employees
  - Which allowances apply
  - Overtime and penalty rates
  - Breaks during work periods
- Entry - Intermediate level
  - Half day \$2,000 + GST  
+ travel costs
  - This course is suitable for :  
Business owners, Managers, HR

## UNDERSTANDING THE FAST FOOD INDUSTRY AWARD

### **Description:**

The Fast Food Industry Award (FFIA) has everyday application to many fast food businesses across Australia but can often leave your head spinning. In this seminar, the National Retail Association's workplace relations lawyers will take you through some of the basic terms to help improve your understanding of and compliance with FFIA. This will include how to know that FFIA applies to your business, the interaction of FFIA with the NES and how to properly classify your employees.

### **Key Learnings:**

- Understanding the basics of the Fast Food Industry Award
- How to classify your employees
- Which allowances apply
- Overtime and penalty rates
- Breaks during work periods

- Entry - Intermediate level
- Half day \$2,000 + GST  
+ travel costs
- This course is suitable for :  
Business owners, Managers, HR

## ROSTERING FOR COMPLIANCE WITH THE GENERAL RETAIL INDUSTRY AWARD

Do you know how to roster your employees to comply with the General Retail Industry Award (GRIA) and save your business money? In this workshop, the National Retail Association's workplace relations lawyers will take you through the rostering provisions of GRIA to help save you time and money and ensure compliance with GRIA.

### **Key Learnings:**

- The 38 hour week roster
- Maximum number of hours worked each day
- Rostered days off
- Notification of rosters
- Penalty payments and when they apply

- Entry - Intermediate level
- Half day \$2,000 + GST  
+ travel costs
- This course is suitable for :  
Business owners, Managers, HR

## MANAGING ILL AND INJURED EMPLOYEES

Do you know what your obligations are as an employer towards ill and injured employees? Maybe you have an employee who has provided a medical certificate stating they are unfit for work but with no further information about their condition or when they will be fit to return to work. In this workshop, the National Retail Association's workplace relations lawyers will go through your obligations to the employee (and vice versa), your options if the employee refuses to cooperate or does not reply to requests for more information, and whether you can terminate for incapacity. We will also consider the potential risks in managing this common scenario.

### Key Learnings:

- Obligations of the employer to the employee
- Obligations of the employee to the employer
- Requesting medical evidence
- Steps required to return employee to work
- Reasonable adjustments and modified duties
- Termination for incapacity
- Risks

● Entry - Advanced level

● Full day \$3,000 + GST  
Half day \$2,000 + GST  
+ travel costs

● This course is suitable for :  
Business owners, Managers, HR

## APPROPRIATE WORKPLACE BEHAVIOUR

Did you know that as an employer you may be held legally responsible for acts of harassment, sexual harassment, discrimination and bullying by your employees to other employees? Do your employees know how to raise a grievance in this area and are your managers well equipped to deal with such grievances? In this workshop, the National Retail Association's workplace relations lawyers will show you how to take all reasonable steps to prevent inappropriate workplace behaviour and how to manage any complaints when they occur.

### Key Learnings:

- Key definitions; harassment, sexual harassment, discrimination (direct and indirect), victimisation, adverse action and bullying
- Which behaviours expose you as an employer to risk
- Your legal obligations as an employer
- Personal and vicarious liability
- How to raise and manage grievances in this area
- Policies and procedures

● Entry - Intermediate level

● Full day \$3,000 + GST  
Half day \$2,000 + GST  
+ travel costs

● This course is suitable for :  
Business owners, Managers, HR

## WORK HEALTH AND SAFETY FOR RETAILERS

### **Description:**

Work health and safety involves the assessment and mitigation of risks that may impact the health, safety or welfare of those in your workplace including employees, customers, visitors, contractors, suppliers and volunteers. Business owners have legal responsibilities to implement health and safety practices in their workplace as soon as they start their business. Knowing and understanding WHS laws and how they apply to business will help you avoid unnecessary costs and damage to your business by workplace injury and illness. This workshop will show you how to identify faults and report problems according to work health and safety legislation.

### **Key Learnings:**

- Application of basic safety and emergency procedures
- Involving team members in WHS matters
- Monitor and maintain a safe work environment
- Managing health and safety risks
- Common hazards such as manual handling, slips, trips and falls, machinery and equipment, electrical, cash handling and fatigue
- Identifying the need for WHS training
- Workers compensation and return to work
- Policies and procedures

● Entry - Advanced level

● Full day \$3,000 + GST  
Half day \$2,000 + GST  
+ travel costs

● This course is suitable for :  
Business owners, Managers, HR



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