



National Retail
Association

People Leadership Program FOR RETAIL LEADERS

MODULE 2
PEOPLE
MANAGEMENT
13 FEBRUARY
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?

\$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 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

Register Now!

OR Contact Ginny Morris on

E: g.morris@nra.net.au

T: 1800 732 066



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People Leadership Program FOR RETAIL LEADERS

MODULE 3
LEADING 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?

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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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MODULE 4
INSPIRE MY TEAM
10 APRIL 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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MODULE 5
RESILIENCE
8 MAY 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?

\$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 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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