

RETAIL MANAGEMENT DEVELOPMENT PROGRAMME 2018

MANAGERS - THE PEOPLE WHO SHAPE IRISH RETAIL

I have worked with my company for over 25 years and took away an absolute wealth of information from the programme. It goes to show that there's always something to learn in retail!

The programme changed my management skills. I put so much into place after the 4 days - it reaffirmed my passion for KPIs and training and we have so much structure in place now and we know what every single employee makes per hour and how profitable each of them is to the business

'I loved all 4 days. All the information was exactly what I needed to put everything into place back in my store. The programme gave me the opportunity to grow as a manager and as a person and I have much more confidence in what I am doing now

....this is a programme every manager should experience, it is a total game changer....



This four day programme (delivered over 8 weeks) has been specifically designed by Retail Excellence for retail managers, independent retail owners, newly appointed managers, supervisors and team members with potential. It is ideal for existing managers/owners who have had no formal training or who would like to refresh their skills. It will provide delegates with a set of tools and resources to empower them to be confident, effective and knowledgeable in all areas of their day to day role.

This has become the most transformational programme in the Irish retail industry and will run over March and April 2018 when delegates will have the opportunity to hear innovative, challenging and engaging content from experts in all retail fields to help them lead their teams and stores to great success. As part of the programme fee, delegates will also attend Day2 of the Retail Retreat in Citywest on Wednesday 16th May where they will hear from the very best in international speakers.

James Burke, James Burke & Associates - foundation topics covered:

- Strengthening management skillsets
- Developing aggressive sales growth strategies
- Monitoring and improving store performance – understanding key financial measures
- Delivering a bespoke action plan

Other key speakers:

Sandra Devenney,
McElhinneys Department Store –
Retail Excellence Manager of the Year
2018 – *Setting the bar high*

Tommy Smyth,
Tom Smyth & Associates –
Good people management

Michael Neary,
Loss Prevention Manager
Harvey Norman –
Prevention by engagement

David Fitzsimons,
CEO Retail Excellence –
Key performance indicators

Jonathan Bradshaw,
The Meetology Lab -
*The fascinating psychology powering
exceptional people skills*

Alan Donnelly,
The Guinness Store House –
*Leading the retail team in
Europe's No.1 tourist attraction*

Alf Dunbar,
You Are the Difference -
*Empowering and leading a first
class service culture*

Sharon Yourell,
MD Think Plan Do Consulting –
*The purchase decision journey –
how to influence the consumer*

Matthew Brown,
The Echochamber –
From Retail to 'Me'Tail

Rachel Doyle,
MD Arboretum –
*Growing Arboretum to become
one of Ireland's most progressive
destinations*

Bobby Kerr,
Chairman Insomnia –
The life & times of an 'Insomniac'!



Dates: March 6th & 27th | April 10th & 25th | May 16th
Where: Crowne Plaza Hotel, Blanchardstown, Dublin
Investment: €975 + VAT (includes Day2 at the Retail Retreat on Wednesday 16th May 2018)
To book: Please go to www.retailexcellence.ie

For further information, contact Helen@retailexcellence.ie | 065 684 6927



Learning Builds
Confidence;
Confidence
Builds Success