



Creating Champions

Team Development for the Retail Manager



RETAILERS WILL REGULARLY SAY, 'WE ARE ONLY AS GOOD AS OUR PEOPLE' BUT OFTEN SPEND FAR MORE TIME MINDING AND INVESTING IN OTHER BUSINESS AREAS.

IN OUR DAY TO DAY LIVES as retail managers we often focus less on good people management and more on the 'in the moment' tasks. However, it is the responsibility of each manager to ensure that things are done properly and consistently. To be a great people manager you must have an extensive skillset to enable you to be inspirational, responsible, approachable, confident, empathetic and effective in your role. In this programme, our team of professional trainers and presenters will equip you with the skills and tools to enhance your knowledge and confidence.

This advanced, intensive two day programme has been specifically designed for any manager, supervisor or team leader who has had no formal training or who wants to refresh their people management and development skills. The programme will give delegates an in-depth understanding of people behaviour (including their own), managing work place relationships, time management and explore how to better recruit, manage and lead their teams. It will also cover areas such as goal setting, constructive communication, handling conflict and having difficult conversations resulting in a positive outcome. It will grow the confidence of each delegate and empower them to lead a high performance team.

The programme is suited to all managers, even where there is a HR department in place, as it will cover the day to day HR issues faced by the store manager, regardless of the sector or the size of the business while showing them how to perform under pressure.

Prior to the commencement of the programme, each delegate will be requested to complete an online strengths profile. The results of this profile will be given to each delegate to help them better understand their own strengths first and foremost. With higher levels of self-awareness around one's realised strengths, unrealised strengths and learned behaviours individuals will be able to better understand how to maintain higher levels of personal performance and energy, whilst also recognising where they may need to delegate or use their time more efficiently.

On the evening of Day1, Monday 25th September, we invite all delegates to attend an early dinner in the hotel and hear David Meade's (researcher and presenter) after dinner keynote presentation 'Unlocking High Performance'. David has shown some of the most successful organisations in the world how they can maximise team performance through strong, efficient and effective leadership. After dinner, delegates will have time to relax and build network links with like-minded people.





SPEAKERS

ABOUT THE SPEAKERS

TOMMY SMYTH is Managing Director of Tom Smyth & Associates (TSA) since June 2005 when he took over from his Father. Tommy leads a team of HR Consultants who provide HR and Employment Law support to hundreds of Irish employers. Tommy brings a refreshingly practical approach to HRM and understands that a happy marriage of HR and commercial considerations is needed in business. Tommy understands that all employees have a role to play in the HR function and throughout this programme Tommy and his team will work with delegates to ensure each person's potential is maximised through knowledge and understanding in what can be a challenging area.



JOHN RYAN has been Chief Executive at Great Place to Work since January 2011. John promotes his beliefs, having studied the world's best workplaces, that trust is the key differentiator. By raising the level of trust in the workplace, managers can improve their business results since cooperation and innovation depend on trust. John believes change can best be achieved by encouraging store teams to aspire to become their best rather than demanding that they fix what is wrong and by using a positive approach.



JONATHAN BRADSHAW researches, speaks and trains on Meetology – the fascinating psychology powering exceptional people skills. Jon (founder of the company) leads his team of behavioural scientists in helping individuals thrive professionally, progress their team and their business by delivering practical, evidence-based insights into how humans connect, interact and communicate more effectively. Away from work, Jon is a keen sportsman and has climbed Mount Everest and Kilimanjaro and completed a 3,400 mile European charity bike ride!



DAVID MEADE, researcher and lecturer has cultivated decades of cutting edge management and leadership research from the world's most eminent sources and has shown some of the most successful organisations in the world how they can work more efficiently and effectively. David will give us the tools to improve our decision making, communication skills, motivation and problem solving! And much more! Expect the unexpected after dinner!!



MARINA BLEAHEN is an accomplished certified Business and Executive Coach and Trainer with more than 20 years' experience in the fields of retail, business, healthcare, marketing and communications, Marina works with business owners and executives creating commercial, profitable enterprises. During her session, Marina will empower us to become stronger, more effective and efficient leaders by maximising the effectiveness of our time and that of our teams back at store.



CONOR MCCARTHY operates as a consultant to many of Ireland and the UK's leading organisations with his key delivery areas being executive coaching, sales performance, management development programmes and leadership development programmes. Conor has a unique blend of high performance credibility through academia, industry, research and sport. Through his masters in applied psychology and coaching, Conor will explain the evidence base in support of high performance. Through his visits to some of the world's most elite performance environments (high performance rugby in New Zealand and the Navy Seals in California), Conor will explain to us how these principles are 'lived out' at an elite level. This session will help us all to understand what separates high performance cultures and the commonalities between the people in these environments.





DAY 1

MONDAY 25TH SEPTEMBER

The programme opens with brief roundtable introductions by each delegate which will create the backdrop for the coming days.

08.00 Registration | Coffee

08.30 **Let's Get Started – Introductions and Round Table Discussion**
David Fitzsimons, CEO Retail Excellence & Tommy Smyth, Tom Smyth & Associates

09.15 **Profiling Uncovered**
Each individual will receive their own personalised printed 'Strengths Profile'. This profile will provide scientifically validated information that will help to empower each individual to perform to higher levels in their own unique way. Conor McCarthy is an accredited practitioner in strengths profiling and he will guide the group through the meaning of each section to ensure clarity and understanding.

09.45 **Recruitment**
Tommy Smyth, Tom Smyth & Associates

- Skills identification
- Job specs
- CV screening
- Interview skills and tips
- Being an employer of choice

11.00 Tea | Coffee | Networking

11.15 **Positive Performance Management**
Mary O'Brien Williams, Tom Smyth & Associates

- Welcoming a newcomer
- Probation Development
- Reviews and appraisals
- Identifying and harnessing talent
- Early interventions and coaching
- PIP's

12.30 Lunch | Networking

13.15

Critical Work Place Policies

Tommy Smyth

A navigation through the most common HR issues - internal policies and solutions to protect the manager and employer. For example;

- Social media
- Discipline
- Employee purchases
- Grievance
- Till operations
- Bullying
- Absence
- All forms of leave

14.45

Coffee | Networking

15.00

Critical Work Place Policies *continued*

16.00

Empowering Interpersonal Communication

Jonathan Bradshaw, The Meetology Lab

This session will focus on overcoming barriers to connecting with others (such as shyness or nerves) and on developing skills – self-awareness, empathy, authenticity and observation – that people use in order to be confident, persuasive and likeable communicators. When people have great social skills and can interact effectively, everything within your business works better. This session will demonstrate to delegates how to inspire their teams and resolve conflict far more easily; ensure teams collaborate better; customers have a better experience and sales teams will sell more.

17.30

Review of the Day | Conclusion

18.00

Dinner and after dinner speaker - David Meade

Unlocking High Performance

In this fun and interactive seminar, BBC's David Meade will take us through an energetic session that promises to engage and inspire. Drawing from a range of top level management research in maximising personal and professional performance in retail, David will show us how some very simple techniques can be used in the workplace (or indeed at home!) to improve decision making, communication, motivation, and problem solving. At the end of David's after dinner speech, we will leave with a sound toolkit that we can use to improve our own productivity, effectiveness, and efficiency. David has also promised that there may be a little mindreading in the mix!



DAY 2

TUESDAY 26TH SEPTEMBER

08.00 Registration | Coffee

08.30 Roundtable discussion

09.15 **Trust – The currency of success in today's rapidly changing world**
John Ryan, CEO of Great Place to Work Institute Ireland

John will explain why trust has replaced money as the currency of success. The ability to build high trust rich relationships will define us and our success. He will also share his thoughts on why most people are chasing the wrong targets in life – setting themselves up for disappointment and ultimately a sense of failure. He will explain that in today's world everybody wants to be 'happy' however that is an elusive target and instead we should be aiming to have a deep sense of personal satisfaction in who we are and in what we are doing. In a broad ranging talk John will argue that purpose in the work we do, in an organisation with a culture that matches our personality and values and dedication to our wellbeing, supported by high trust relationships will set us up for success.

11.00 Coffee | Networking

11.15 **Time Management for Store Managers**
Bleahan, Action COACH Business Coaching Marina

One of the most common grievances from business owners and managers is that there just never seems to be enough hours in the day to get everything done which can lead to stress and overwhelm, resulting in poorer activity. The objective of this time mastery module is to teach delegates how to maximise the effectiveness of their time, and introduce time management concepts back into their business or department.

- Understand the fundamentals – self-mastery, planning mastery and delegation mastery
- Top time management techniques
- Time audit for store managers
- Defining essential daily, weekly and monthly tasks
- Introduction of default diary system for both the manager and each team member
- Delegation of non-essential tasks and management of the team with the use of KPIs

13.00 Lunch | Networking

13.45 **Traits of highly effective managers
(and some traits of ineffective ones!)**
Deirdre Lee, Tom Smyth & Associates

- Organisation
- Patience
- Communication
- Listening
- Respect
- Fairness

14.30 Coffee | Networking

14.45 **Creating a high performance culture**
Conor McCarthy, Kaizen Performance

Conor is a training and organisational psychology consultant who has completed CPD visits to some of the world's most elite performance settings, including the high performance rugby environment in New Zealand and the Navy Seals training facility in California. Through his masters in applied psychology, Conor will explain the evidence base in support of high performance team cultures and following his visits to the elite performance environments, he will explain how these principles are 'lived out' at elite level.

There are key learnings in this session:

- Culture trumps strategy
- Character trumps talent
- Innovation through conversation
- Empowering people on the frontline creates significant competitive advantage

16.30 Overview of the programme / Certificates

17.15 Conclusion



BOOKING INFORMATION:

Please Note: A limited number of places are available on the programme.

Dates:

Monday 25th September and Tuesday
26th September 2017

Location:

The programme will be held in The
Crowne Plaza Hotel Blanchardstown

Investment:

€1,175 +VAT – includes programme
materials, dinner, refreshments. Does not
include travel | accommodation

Accommodation:

Retail Excellence has agreed a
discounted rate with the Crowne Plaza
Hotel Blanchardstown. However, there
are a limited number of rooms available
at this discounted rate so early booking
is recommended.

€119 B&B Single | €129 B&B twin/double

Please inform reception that you
are attending the Retail Excellence
programme when booking.

Contact Number: 01 897 7777



TO BOOK:

Register online at

www.retailexcellence.ie

Where you wish to register more than 10 delegates please contact Helen@retailexcellence.ie

Further information:

If you would like more information on the Creating Champions – Team Development for the Retail Manger, please contact Helen@retailexcellence.ie | 065 6846 927

Changes to Booking:

All cancellations must be made in writing to Retail Excellence by 1st September 2017. No fees will be reimbursed after this date however substitutions may be made at any time prior to the event.

Cancellation or Alternation of the Programme:

Retail Excellence reserves the right at any time to cancel or alter the date of the event, change the venue or speakers. In these circumstances, any liability will be restricted to the delegate fee paid. Retail Excellence will not be held responsible for any transport, accommodation or other costs incurred by delegates.



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