



Mary Portas Master Class 7 - You and your team

Duration: One day

Price: £200 + VAT

An inspirational programme for shop owners and managers

A unique series of innovative masterclasses created with Mary Portas and delivered exclusively through the National Skills Academy for Retail's network of retail skills shops. Covering every stage of creating and running a successful retail business, each module has an invaluable set of hints and tips to improve the performance of all companies. You and your team: Developing both you and your team to create a forward thinking, successful business. This module will take you and your team to new heights, keep you on track and propel you into a successful future.

You and your team: Taking you and your team to new heights

Retailing is a team game and if you and your staff aren't the best you can possibly be, you may find yourself on a losing side. Getting your team to play to their strengths empowers the business and delivers sustainable profit.

The final master class in the *Mary Portas guide to successful retailing* programme brings together all of the challenges faced in running a small independent retail business, but focuses primarily on managing your primary asset - your staff.

'You and your team' looks at leadership style whilst addressing some of the practical issues in recruiting, training and developing the people in your business, from writing job descriptions to interviewing techniques. Fundamentally, it will help you to:

- Understand the new retail landscape and how it will impact on small retailers
- Play to your strengths and empower your team to fulfil your vision
- Use skills and strategies to recruit and retain for success
- Develop your team performance through training
- Lead effectively
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This programme draws extensively on the real experiences of a number of small retailers that invest time and effort into leading and managing their teams successfully, strategies that set their businesses apart from the competition and allows them to deliver increased sales and profits.

This programme is interactive, accessible and involves simple to follow exercises supported with interviews and video case studies. Of course, it also includes the invaluable expertise of Mary Portas, someone with firsthand experience of excellence in leadership.