

CHOOSE TO LEAD

Unlock Your Future in Retail Leadership with the **Next Gen Retail Leadership Programme.**

Programme Outcomes

- Enhanced People Management and Leadership Abilities
- Retail Business Acumen
- Customer – Centric Leadership Skills

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YOUR PARTNER IN TRAINING SOLUTIONS AND TALENT DEVELOPMENT.



MANCOSA
Member of
HONORIS UNITED UNIVERSITIES

**Corporate
Training Solutions**



GET MORE

Lead the Change. Define the Future of Retail.

The Next Gen Retail Leadership Programme is designed to develop future-focused leaders who drive transformation and innovation in the retail industry. It is targeted at professionals looking to enhance their leadership skills, strategic thinking, and adaptability in the rapidly evolving retail landscape..



Duration

6 Weeks (Can be customised)



Contact us to enrol:

trainingsolutions@mancosa.co.za / mancosa.co.za/trainingsolutions

HOW YOU'LL GROW

Your Leadership Toolkit:

Interactive Workshops

Masterclass Sessions

Collaborative Coaching



Assessments

Simulation Activities, Case Studies and Knowledge Check Activities



MODULES

Learning Outcomes



Navigating the Retail Landscape

- Understanding Retail Industry Trends
- Develop skills for conducting market research to understand customer behavior and preferences.
- Evaluate competitors and define a clear competitive positioning strategy for retail businesses
- Learn how to integrate and optimize different retail channels for seamless customer experiences.
- Develop strategies for ethical leadership and sustainable practices within retail operations.



Customer Experience and Sales Excellence

- Understand the Fundamentals of Customer Experience.
- Enhance Customer Engagement and Satisfaction
- Master Sales Excellence Techniques
- Leverage Technology for Customer Experience and Sales
- Handle Customer Complaints and Conflict Resolution
- Measure and Improve Customer Experience & Sales Performance



Innovation, Trends & Future of Retail

- Understand the Evolving Retail Landscape
- Leverage Innovation for Competitive Advantage
- Enhance the Omnichannel Customer Experience
- Sustainability and Ethical Retailing
- Prepare for the Future of Retail Leadership



High Impact Leadership in Retail

- Demonstrate an understanding of the retail business landscape and evolving consumer trends
- Implement effective sales and operational strategies to achieve business targets.
- Leading High-Performing Retail Teams
- Customer-Centric Leadership
- Lead teams effectively through industry disruptions and organizational change.



Finance for Non Financial Managers

- Develop proficient budgeting skills to effectively allocate resources and optimize financial decision-making within their respective fields
- Learn how to forecast future financial trends to help make smart decisions about money
- Acquire skills in managing cash flow effectively to ensure financial stability and sustainability in both personal and professional contexts
- Understand how to analyze and make sense of financial statements to grasp the financial health and performance of businesses
- Learn to gather and utilize financial data effectively for making informed decisions and improving financial outcomes