



Homevalue

# The Learning Centre

Inspire | Develop | Achieve

## Store Training Solutions



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*In Partnership with*

**YOUR LEARNING  
YOUR GROWTH  
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# Training Introduction



## Store Training Offer

The Learning Centre are delighted to announce a partnership with Harvest, who are an experienced people development specialist organisation with a panel of best-in-class retail trainers.

You can avail of:

- Tailored training programmes, that are designed and delivered in the context of Homevalue's operation and strategic direction
- Intact team training tailored specifically for the needs of your store
- Open programme dates where you can send individuals to masterclasses in a variety of retail development topics
- A Management programme for manager owner and store management team members
- An option and opportunity to avail of accreditation on the QQI National Framework



## 1. Developing Your Store

### How We Will Partner With You?

Working specially with Harvest to tailor a programme to specifically develop your store.

Harvest have designed a suite of training programmes for Homevalue that will enhance all areas of business performance and motivate management and their teams to achieve enhanced performance.

You can partner with Harvest to design a programme specifically for your store. Harvest will:

- Conduct a one-to-one with the store manager (or management team) covering an audit of where you are and where you want to be. This will include the review of your store standard audit, a store SWOT and the development of a set of target KPI's that you want the programme to deliver
- Design a programme to meet your store and / or growth plans
- Engage in a series of training programmes that will be specifically delivered in the context of your store



#### *The Training Will Be:*

- The Fundamentals of the Financials
- Store Standards and Merchandising
- Personal Effectiveness (Time Management and Team Development)
- Selling Skills
- Customer Service

#### *The Training Can Be:*

- Delivered at a time that suits the store (daytime, evenings or weekends)
- Presented in the classroom and / or by using some online content

#### *Next Steps:*

- Register your interest with your Regional Manager. Harvest will then meet with you to get a brief and propose a high impact solution, including the commitment required and the costs. There is no fee for this meeting and the proposal.

#### *Rate:*

- Bespoke offering. Rate is site specific.

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## 2. Developing Your Team

### How We Will Partner With You?

Developing your team members by participating in one or a number of open programmes.

Harvest have designed a suite of training programmes for Homevalue that will enhance all areas of business performance and motivate management and their teams to achieve enhanced performance.

#### ***The Programme Suite (One Day Programmes)***

- Store Standards and Merchandising "Standing Out"
- Personal Effectiveness "Performance and Motivation"
- Selling Skills "Sales Through Service"
- Customer Service "Making a Difference"

#### ***Your Team Members Can Attend:***

- The one-day programme to get introduced to new skills and knowledge or enhance the skills and knowledge that they have



#### ***The Training Will Be:***

- An opportunity for your team members to network with other peers and get exposed to what is happening in other stores
- Presented on an online calendar so you can sign up as many team members as you like, when you like
- Partially funded through Skillnet

#### ***Next Steps:***

- Log onto United Toolbox: [toolbox.unitedhardware.ie](http://toolbox.unitedhardware.ie) and click on "The Learning Centre" icon
- On the home page of "The Learning Centre" click on the "Classroom Learning" button in the navigation bar. This will then bring you to a number of training courses
- Click on "brochure" button to view course details
- Click on "book" button to make your training course application

#### ***Rate:***

##### ***Store Standards and Merchandising "Stand Out" Course***

- €250 Per Person

##### ***Selling Skills "Sales Through Service" Course***

- €250 Per Person

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## 2. Developing Your Team

### Programme Overviews

#### Store Standards & Merchandising "Standing Out"

*At the end of this programme, participants will be able to:*

- Describe the key principles, theories and features of retail display and merchandising in the context of Homevalue
- Practice the key skills associated with planning and implementing an effective retail display project including types of displays, materials, components and location choice
- Develop an effective marketing and branding plan for a retail display project
- Design and create an effective retail display for a chosen area within the store
- Analyse and assess the impact of a range of factors on a retail display, including legislation and health and safety
- Implement a plan for themselves and some recommendations for the store on how to improve stores merchandising and standards

#### Personal Development "Performance & Motivation"

*At the end of this programme, participants will be able to:*

- Identify the personal qualities, skills and actionable development needs required to successfully participate within an organisation, and within Homevalue
- Identify, evaluate and reflect on the key principles and practices involved in achieving optimal personal development
- Understand the importance of planning and prioritising and the need to continually set, implement and review personal and professional goals and objectives
- Understand how to use a range of tools and techniques to successfully set objectives, prioritise and plan
- Understand the importance of critical and balanced feedback as a performance enhancing tool
- Develop self-assessment skills in order to reflect on own personal development and prioritise accordingly



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## 2. Developing Your Team

### Programme Overviews

#### **Selling Skills**

##### **"Sales Through Service"**

*At the end of this programme, participants will be able to:*

- Describe the current modern selling trends, terminology and practices in various retail environments, ranging from self-service, online selling and personal service
- Design and implement a range of customer service policies that impact retail sales in areas such as returns, cash and carry, delivery and after sales services, which can be introduced in-store
- Employ a structured approach and skillset for engaging with customers on a one-to-one basis in the store including first contact, establishing customer needs, matching products and services, overcoming objections, closing the sale and making a related sale
- Outline and practice a wide range of skills associated with utilising sales in the retail sector
- Implement a plan for themselves and some recommendations for the store on how to improve stores sales and performance

#### **Customer Service**

##### **"Making a Difference!"**

*At the end of this programme, participants will be able to:*

- Define the key practices, features and policies of good customer service and how they apply in the workplace on a day-to-day basis
- Practice the key skills and techniques associated with delivering excellent customer service including listening skills, body language, managing customer behaviour, communication technology, teamwork and record management
- Outline the key elements of consumer legislation and the functions of associated regulatory organisations providing customer protection, representation and redress
- Manage and handle a number of challenging situations in the context of customer service, to include late and unexpected arrivals, customer errors, difficult customers and customer complaints
- Implement a plan for themselves and some recommendations for the store on how to improve customer service and performance



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## 3. Developing You & Your Managers

### How We Will Partner With You?

#### "The Accelerator Programme"

You and / or your management team members can participate in a business growth programme.

Harvest have designed a Homevalue business growth programme for:

- Owner Managers
- Managers
- Management Team Members

By the end of this programme, you will have completed a business growth plan and will have attained the knowledge and skills of how to execute it.



#### *You Will Participate In:*

- A store audit to assess your current position, in order to agree specific growth goals for your store, and / or business.  
Five one-day masterclasses covering:
  - Leadership and its place in success and growth
  - The Fundamentals of the Financials
  - Marketing Fundamentals
  - Sales through Service
  - Enhancing and Building your Team
- Three one-to-one coaching sessions
- A finalised plan to enhance or grow the business

#### *The Training Will Be:*

- An opportunity for the management team to network with other peers and get exposed to what is happening in other stores
- Delivered over six months

#### *Next Steps:*

- Register your interest with your Regional Manager. You will then engage in an introduction call with Harvest and gain advice on the next steps. There is no fee for this meeting.

#### *Rate:*

- €3,000 Per Person



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## 4. Developing Your People Managers

### How We Will Partner With You?

A two-day people management programme for you and / or your management team members.

Harvest have designed a Homevalue people manager development programme for:

- Anyone who is in a people manager role
- Anyone who is showing potential and would benefit from a people manager programme

By the end of this programme, your people managers will have the basic skills and knowledge and enhanced confidence of how to manage people more effectively

The programme will consist of one two-day masterclass:

#### *Day One: Managing Yourself*

- Leadership Vs Management
- Controlling your controllable time, time management
- Effective delegation

#### *Day Two: Managing Others*

- Communication styles
- Performance conversations, feedback skills
- Coaching conversations, creating independence not dependence

#### *The Training Will Be:*

- An opportunity for the management team to network with other peers and get exposed to what is happening in other stores
- Delivered over two consecutive days



#### *Next Steps:*

- Log onto United Toolbox: [toolbox.unitedhardware.ie](https://toolbox.unitedhardware.ie) and click on "The Learning Centre" icon
- On the home page of "The Learning Centre" click on the "Classroom Learning" button in the navigation bar. This will then bring you to a number of training courses
- Click on "brochure" button to view course details
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#### *Rate:*

- €500 Per Person

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