Skills4Retail
Building sustainable growth



Retail Workforce Management

Designed by Retail Skillnet Ireland for the Skills4Retail Initiative

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About this Module

The **Retail Workforce Management** module, designed by **Retail Ireland Skillnet** for Existing and Aspiring Managers with a suggested duration of 24 hours (4 days), introduces learners to **the changing world of retail and explores how these changes impact the way people are managed within an organisation**.

It covers the key stages of recruitment, selection and onboarding, as well as approaches to effectively managing self and teams through seven workshops.

Learners will explore best practices for employee motivation and managing conflict in the workplace, alongside time management techniques and tools relevant to the retail sector.

Throughout the module, practical illustrations and best practices from a retail perspective are shared.

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Learning Outcomes

On completion of this module, the learner will be able to:

1. Evaluate ongoing change in the retail industry, identifying opportunities and challenges faced by retail managers and select strategies to improve the store and staff presence.
2. Discuss the key stages and procedures in the recruitment, selection, and onboarding of retail employees in a diverse and dynamic workplace
3. Demonstrate accountability for managing own performance as well as managing the performance of team.
4. Demonstrate an understanding of how theories and best practices of employee motivation can be implemented in the workplace.
5. Assess the skills required for conflict management and resolution in the workplace.
6. Demonstrate the importance of planning and time management and how they impacts on the role of the retail manager.

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Module Content Per Workshop

Topic	Indicative Content
Workshop 1: **Changing World of Work**	• Insights from retail sector • Emerging technologies • Key trends from the retail sector • Sustainability in the retail sector • Changes in consumer behaviour
Workshop 2: **Managing Change in Retail**	• Retail industry changes and evolution • Introduction to change management • Importance of resilience, flexibility, and agility • Digital transformation • Importance of change • Change management frameworks • Understanding how to deal with resistance to change

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Module Content Per Workshop

Topic	Indicative Content
Workshop 3: **Recruitment, Selection and Onboarding in Retail**	• Attracting new talent • Changes in recruitment • Recruitment legislation • Discuss different recruitment and selection approaches • Reviewing induction boarding programs for retail employees • Diversity, Equity and Inclusion in recruitment • Interview techniques

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Module Content Per Workshop

Topic	Indicative Content
Workshop 4: **Managing-self and Team**	• Self-Management • Emotional Intelligence (Goleman) • Management styles (DISC) • Learning plans for self • Components of a successful team • Diversion, Inclusion and Equity • Stages in Team Development • Team Building • Leveraging your team and their performance • High performers and under performers • S.M.A.R.T goals for elevated performance • Learning plans for others • Delegation • Absenteeism Management

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Module Content Per Workshop

Topic	Indicative Content
Workshop 5: **Employee Motivation in retail**	• Assess theories of motivation • Identify employee motivational methods for retail employees • Comprehend the importance of employee wellbeing • Relationship between motivation and performance • Training – understand options/sources • Coaching
Workshop 6: **Managing Conflict**	• Identifying common types of conflict early within retail • Apply conflict management techniques • Emotional intelligence in conflict • Demonstrate skills for conflict resolution • Disciplinary, grievances and investigations, unions and Workplace Relations Commission (WRC)

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Module Content Per Workshop

Topic	Indicative Content
Workshop 7: **Planning and Time Management**	• Planning (short term operational and medium term tactical) techniques • What is time management • Importance of time and priority management • Challenges to time and priority management • Myths around time management • Techniques and frameworks to support time and priority management (e.g Eisenhower's Box) • Time management processes • Energy management

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