



Episode Guide

Episode

Title

Preview

1	Hiring the Right Staff, and Reducing Turnover	Try running a store without a great team and you've got nothing but trouble in front of you. It all starts with learning how to hire the people. Stop getting 'tricked' in interviews, and start spotting and hiring the stars.
2	Priority Management	Let's face it. You have a lot to get done every day. The challenge is being able to get the right things done consistently. Proper priority management will allow you to focus on the most important things, while at the same time achieving results (and having a life too!)
3	Getting Your Sales Team To Actually Sell	For the past 20 years we've proven that you can sell more through your front line staff. Learn the secrets of the 5 Foundations, and how you can use them to drive effort and results.
4	Retail Leadership	Someone has to be in charge ... and it has to be you. The question is, "would you follow you?" Learn how you can become the type of leader that earns respect, gets things done through others, and achieves results.
5	Performance Coaching	No one wants to have to deal with poor performance or behaviour issues. But, when you don't they just get worse. Learn how you can deliver effective feedback that won't make anyone cry, but rather, perform better immediately.
6	Achieving Compliance on Store Standards	There's only one way to run a store ... the right way! Unfortunately, the failure to achieve compliance on standards sabotages your efforts to build a brand, grow customer loyalty, and grow sales. Learn how you can achieve perfect compliance, every day.

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7	Motivating and Engaging Your Teams	Everyone wants a high morale team, and a group of staff members who care as much about the success of the store as you do. It's not a pipe dream. Discover how you can build and implement a tactical plan that will both motivate and engage your team.
8	Understanding, and Driving, Your Store Metrics	First, you need to know your numbers and what's behind them. Then, you need to know how to build and implement practical strategies to improve them. Learn how you can build your key stats.
9	Retail Math: The business of your business	It's not exciting or sexy for everyone. But, if you're in management, you need to know how the 'numbers' work. We'll look at retail's most important numbers, ratios and formulas. Why? Well, you need to know if you're going to be able to make the difference needed.
10	The Manager's Troubleshooting Guide	Have you got staff problems? We've got answers. For years managers have asked us how we would handle certain staff related problems. You know, things like staff switching shifts without notice, team members not getting along, and the 'joys' of seeing productivity drop off when you're not in the store. Discover practical solutions to your most common sources of headaches.