



# Store Manager's Leadership for Sales & Service Course

## Fast Track Virtual Training Series

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### Course Description:

This customized training program teaches store manager's effective leadership that focuses on enhancing customer service, inside sales ability and teamwork. This program provides manager's with a toolbox of skills they can easily understand, relate to, and effectively apply every day. Participants learn how to set strategic collaborative team goals and motivate employees to achieve maximum sales and service results.

### Course Objective:

To give the participant customized strategies to build stronger leaders and managers by motivating their teams to maximize their potential and create the ultimate customer experience every day.

### Who Should Attend:

Distributor Owners, Operations Manager's, Store Manager's and Assistant Manager's

### Course Information:

- Virtual Training 6- 60 min sessions live with Norm
- Available as 1- or 2-day live training if preferred

### Module Topics:

#### Session#1 – Maximizing Employee Potential

In this first module the participant will learn techniques to create a motivating work culture. The focus will be on generating a positive-growth mindset, collaborative goal setting, tips and techniques to creating a more confident manager.

#### Session#2 – Leading Teams to Mastering the Art of Great Customer Service

During this second module the focus will be on creating a sales experience for your customer that is beyond average. It will cover phone manners, how to create a positive impression and overall best practices when selling over the counter.

#### Session#3 – Effective Communication Skills

The third module is about how to deal with difficult employees, customer complaints and challenging clients. The participant will be given the confidence to deal with conflict and difficult situations.

#### Session#4 – Motivating Team Members

The fourth module revolves around team meetings and strategic goal setting. The participant will be given tips and techniques to enhance employee performance.

#### Session#5 – Employee Coaching and Strategic Leadership Skills

In this fifth module the participant will learn about how to facilitate an effective one-on-one with an employee and how to implement the best practices for overall store consistency for sales and service.

#### Session#6 – Pulling it All Together

In the final module all these concepts will be tied together. Some final strategies will be discussed on how to make changes stick and how to create continuous positive buy-in with your team.

**REGISTER TODAY!**

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