

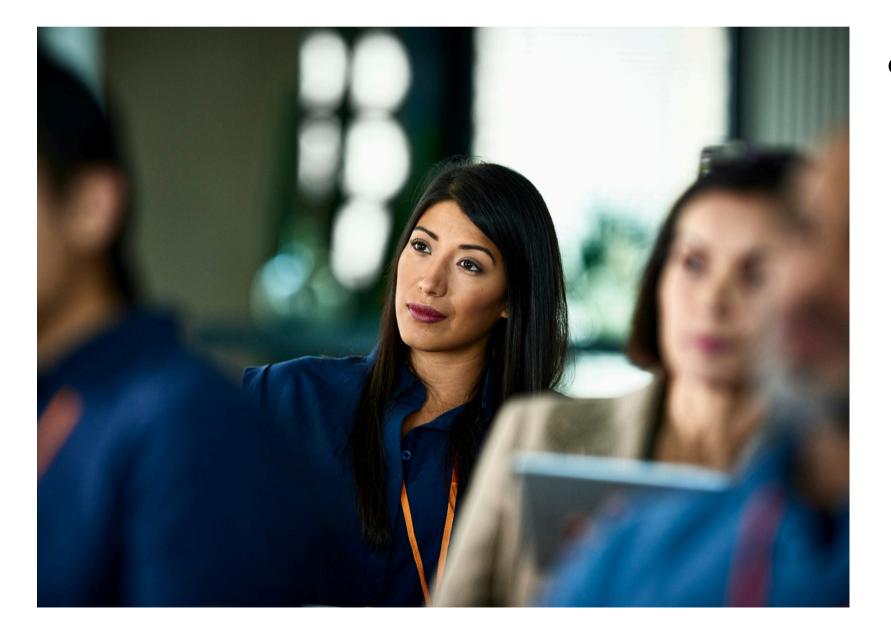
## Managers

Purpose Everything Runs Through the Store Manager. Everything.

- Staff retention
- Team building
- Customer experience
- Improved operations
- Optimal financial performance.



### Why is Leadership development important?



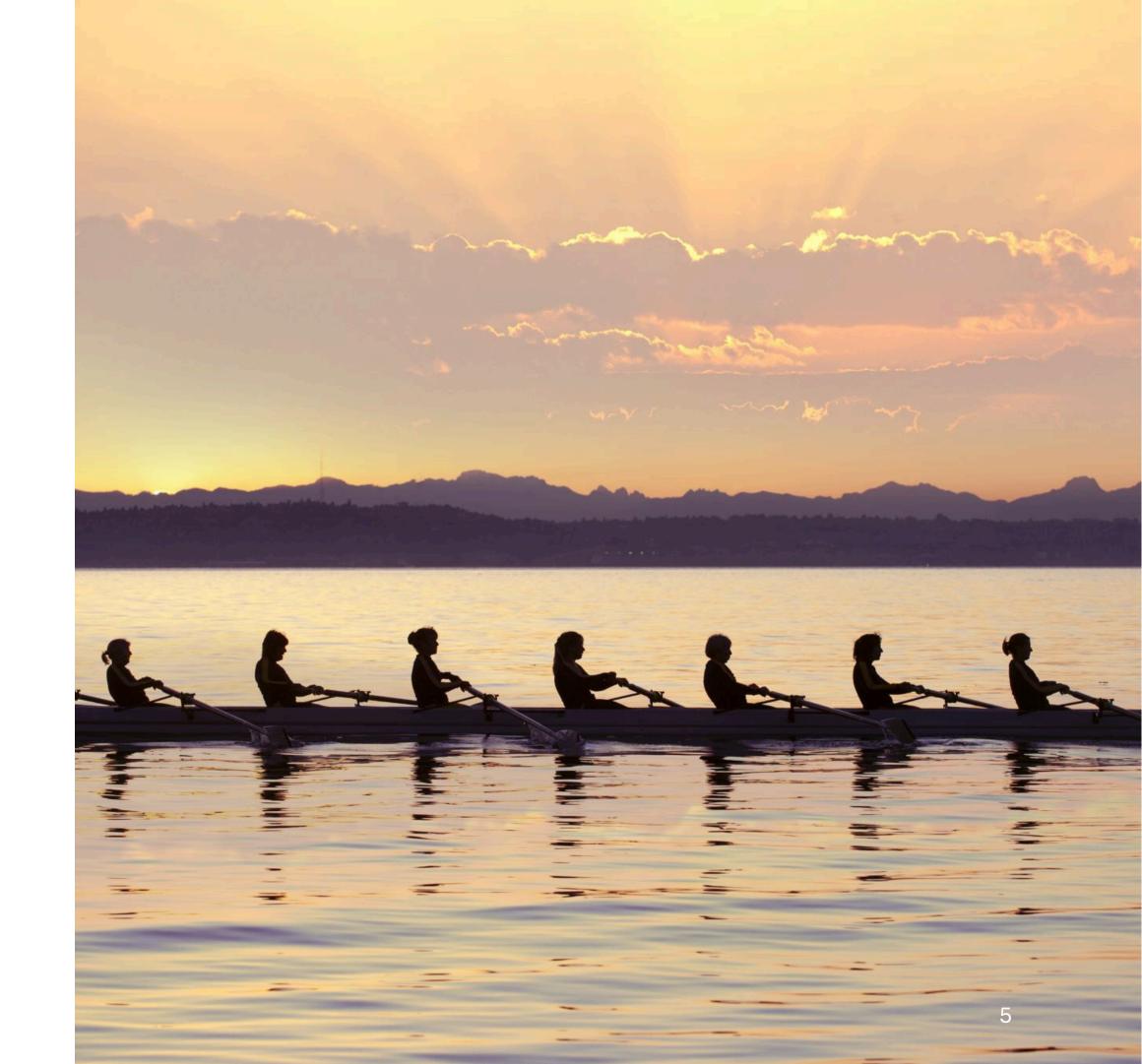
 "A store, no matter how big and great, can succeed with an average manager, but it will fail with a bad one." How can you justify the time/expense for leadership development?

- Lower
- Turnover rates
- Shrink rates
- Incident rates
- Customer complaints
- Higher
- Customer Services
- Teamwork



### Keys to Attaining Growth

- Hiring Properly
- Qualified
  Promotions
- Training Fully
- Providing
  Opportunity



# Different Techniques

