



**Bandy**Works

## SG Voices

- **Leadership Development.**

**Investing in Store  
Managers**



# Purpose

## Everything Runs Through the Store Manager. Everything.

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- 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?

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





# Keys to Attaining Growth

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





# Different Techniques

