

Booking Form

Improving Area Manager Competence

- Wednesday 14th July 2010 - Watford, London
- Tuesday 20th July 2010 - Solihull, Birmingham

Delegate Details

Mr/Mrs/Ms (Surname)

First Name (for badge purposes)

Job Title

Contact Details

Mr/Mrs/Ms (Surname)

Organisation

Job Title

Address

..... Postcode

Telephone Email

Payment Details

This is a non-profit making seminar and the £50.00 +VAT cost is to cover venues and refreshment costs only. Please note that payment is required in advance of the event.

- Check drawn on UK bank enclosed
(Payable to Outlook Management Development)
- Outlook Management Development to invoice me (UK only)

Purchase Order No.

Outlook Retail Contact Details

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Field Management Training and Development Opportunities from

outlook RETAIL

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TASTER
SEMINAR

Improving Area Manager Competence

Essential *Managing at a Distance* skills training for all Retail Area Managers, irrespective of their experience

A **Taster Seminar** for the Human Resource Executives and Senior Managers responsible for Area Manager Performance

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About the Seminar

Merely managing store manager performance is not an option in today's extremely difficult trading environment. Improving and further developing store manager performance will be absolutely vital in 2010 if retail organisations are going to survive and thrive.

Performance management when working at a distance is extremely challenging and to do so effectively, area managers need to be fully aware of all procedural aspects of 'Manager' performance management and exceptionally skilled in the use of the performance management tools available to them.

We believe we have the understanding, experience and credibility to train, coach and support area managers in **Improving** or if necessary **Removing** the poor performing store manager.

This taster seminar is an ideal opportunity for the executives and HR support personnel responsible for area manager performance to:

- Meet us
- Review our training material
- Experience our style and delivery
- Discuss the challenges regarding area manager training and development
- Discuss the area manager role with executives from other organisations

By the end of this seminar participants will have:

- Analysed the true role and function of the area manager
- Identified the true competencies of area management
- Reviewed how area manager performance needs to be managed
- Participated in a number of area manager development exercises and commented on their relevance and effectiveness
- Discussed area manager development opportunities that do not take area managers away from the workplace

- 09:30 **Coffee**
- 10:00 Introductions
 - Facilitator
 - Participants
- 10:15 The Ambiguity of the Area Manager role
 - University research
 - Outlook Retail's leaning
- 10:30 Area Manager v Branch Manager
 - Key differences
- 10:45 Key tasks and responsibilities
 - Key competencies
 - Job descriptions
- 12:00 Skills/Competencies Auditing
- 12:30 **Refreshments**
- 13:00 Managing at a Distance
 - Fundamentals
 - Management by Objectives
- 14:00 Manager Development at a Distance
 - Development and improvement objectives
 - Coaching and training
- 15:00 Performance Management at a Distance
 - The skills
 - The tools
- 15:15 Seminar review
- 15:30 **Seminar close**