

TARGETT RETAIL TRAINING

"With willinangness comes success"

12 Reasons why you should purchase the HR Handbook for Retailers.....

A must for every retailer reference library.

1. **Awards and Agreements** – identify entitlement relevant to conditions of employment.
2. **On-the-job Coaching** – identify ways to respect and recognise achievements; understand the stages of the learning process.
3. **One-on-one Counselling** – strategies to counsel staff in a positive/constructive manner.
4. **Performance Appraisal** – understand ways to conduct performance appraisal interviews; strategies to recognise and encourage contributions from staff members regarding performance improvements.
5. **Delegation** – strengths and weaknesses in the skill of delegation; strategies to manage site operations to achieve planned outcomes through the effectiveness of others.
6. **Employee Conflicts/Grievances** – develop and apply strategies to deal with and resolve interpersonal conflict and dispute.
7. **Employee Termination** – effectively manage staff personnel matters