**T & S Management Services, LLC**

***We Are A Training Solutions Company***

**Leadership & Management Skills** - how to recruit, train better, reduce turn-over, and motivate employees.

* **Managing People**
  + Stepping up to the challenge
  + Your role as a leader
  + Learn to delegate.
  + Utilize team members abilities.
  + Be present / set examples.
  + Crisis Management﻿
* **Managing Your Time**
  + Know how you use time.
  + Prioritize
  + Do it on time (Don’t procrastinate)
  + Delegate effectively
  + Anticipate and plan.
  + Maintain follow-up files﻿.
* **Productivity and Turnover**
  + Hiring right
  + Recruiting
  + Training / Checklists
  + Policy And Procedures
  + Coaching and mentoring
  + What employees want
    - From their jobs
    - From their managers
  + Stay connected.
    - Communications
  + Recognition and Compensation
    - Incentives﻿
* **Effective Promotions﻿**
  + Exercise: Promotion Profitability﻿
  + Suggestive Selling﻿
  + Setting Goals﻿
  + Promotion Examples﻿
    - Customer Appreciation﻿
  + Measuring the Effectiveness of a Promotion

**All attendees will be provided a variety of forms (Word & Excel) for use in their business.**