Garnet
Garnet Global Training Center

GGT-RT-133

Retail & E-commerce

# Retail Leadership

القيادة في التجزئة

| Duration | Language | Formats | Hours | Level |
|---|---|---|---|---|
| **5 or 10 days** | **English or Arabic** | **Classroom, online, in-house** | **35 / 70** | **Leadership & strategy** |

## Overview

Senior participants in Retail Leadership work on real strategic questions, test their thinking with peers and leave with decisions they can act on. Merchandising, store operations and online selling programs. Choose 5 or 10 days, classroom or live online, English or Arabic; organisations can also run it in-house and adapt the examples to their own work.

## What you will be able to do

- Set direction and priorities for Retail Leadership in your organisation.
- Make sound decisions with incomplete information.
- Align people, structure and culture with strategy.
- Lead change and handle resistance constructively.
- Influence boards, peers and external stakeholders.

## Who should attend

Retail managers, buyers, e-commerce and customer service teams. It is aimed at managers and executives who set direction and are accountable for results.

## Key topics

- Assortment and merchandising
- Store operations
- Omnichannel customer journeys
- Pricing and promotions
- Inventory and fulfilment
- Retail analytics

## Formats and fees

| | |
|---|---|
| 5-day classroom | **USD 4,750** |
| 5-day online | **USD 2,950** |
| 10-day classroom | **USD 8,950** |
| 10-day online | **USD 5,450** |
| In-house | **Quotation per group** |

Fees per participant, excluding VAT.

## Register or ask

**WhatsApp:** +971 56 674 7382

**Email:** info@garnettrainings.com

**Training:** training@garnettrainings.com

**Web:** garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

## Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

## 5-day outline

### Day 1 Strategic context of Retail Leadership
- Store operations
- Measurement and reporting

### Day 2 Setting direction and priorities
- Omnichannel customer journeys
- Pricing and promotions

### Day 3 Leading people through change
- Inventory and fulfilment
- Hands-on workshop on a workplace challenge

### Day 4 Decisions, risk and stakeholders
- Retail analytics
- Common mistakes and how to avoid them

### Day 5 Leadership commitments and action plan
- Assortment and merchandising
- Regional and international case studies

## 10-day outline

### Day 1 Strategic context of Retail Leadership
- Store operations
- Measurement and reporting

### Day 2 Setting direction and priorities
- Omnichannel customer journeys
- Pricing and promotions

### Day 3 Leading people through change
- Inventory and fulfilment
- Hands-on workshop on a workplace challenge

### Day 4 Decisions, risk and stakeholders
- Retail analytics
- Common mistakes and how to avoid them

### Day 5 Leadership commitments and action plan
- Assortment and merchandising
- Regional and international case studies

### Day 6 Advanced techniques and specialist practice
- Complex cases in depth
- Checklists and templates to take away

### Day 7 Digital tools, data and automation
- Analysis tools and software
- Using AI in this field

### Day 8 Benchmarking against international practice
- Global performance benchmarks
- Group discussion and peer review

### Day 9 Capstone project
- Analyse a real challenge from your organisation
- Build the solution and implementation plan

### Day 10 Presentations, final assessment and certificates
- Project presentations and review
- Final exam and certificate award

## Schedule 2027–2030

| Dates | Format | City | Language | Fee (USD) |
|---|---|---|---|---|
| 4–8 Apr 2027 | 5-day classroom | Cairo | English | 4,750 |
| 19–23 Jul 2027 | 5-day online | Live online | Arabic | 2,950 |
| 1–5 Aug 2027 | 5-day classroom | Muscat | English | 4,750 |
| 4–15 Oct 2027 | 10-day classroom | Casablanca | Arabic | 8,950 |
| 13–17 Mar 2028 | 5-day classroom | Casablanca | Arabic | 4,750 |
| 17–28 Apr 2028 | 10-day classroom | Dubai | Arabic | 8,950 |
| 7–11 May 2028 | 5-day classroom | Amman | English | 4,750 |
| 21 Aug – 1 Sep 2028 | 10-day online | Live online | Arabic | 5,450 |
| 2–13 Apr 2029 | 10-day classroom | Amsterdam | English | 8,950 |
| 10–14 Jun 2029 | 5-day classroom | Doha | English | 4,750 |

| Dates | Format | City | Language | Fee (USD) |
|---|---|---|---|---|
| 6–10 Aug 2029 | 5-day online | Live online | Arabic | 2,950 |
| 17–21 Dec 2029 | 5-day classroom | Barcelona | English | 4,750 |
| 11–15 Feb 2030 | 5-day classroom | Istanbul | English | 4,750 |
| 6–17 May 2030 | 10-day classroom | Dubai | Arabic | 8,950 |
| 9–13 Jun 2030 | 5-day classroom | Cairo | Arabic | 4,750 |
| 1–12 Jul 2030 | 10-day online | Live online | English | 5,450 |

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/