

EFFECTIVE TALENT MANAGEMENT IN RETAIL

Develop the people capabilities that set high-performing retail organisations apart.

Programme Overview

Effective Talent Management in Retail is a three-day executive programme designed for retail business owners, HR leaders, operations managers, store executives, and decision-makers seeking to build a high-performing workforce that drives sustainable business growth.

Retail performance is ultimately a people challenge. Customer experience, sales productivity, operational efficiency, inventory accuracy, and profitability are largely influenced by the capability, engagement, and effectiveness of employees at every level of the organisation. However, many retailers continue to face challenges such as high employee turnover, weak leadership pipelines, skills shortages, inconsistent service delivery, and low workforce engagement, all of which can limit growth and operational performance.

The programme provides practical frameworks, tools, and strategies for managing talent across the entire employee lifecycle, from workforce planning and recruitment to leadership development, performance management, employee engagement, succession planning, and retention. Participants will gain actionable insights into how successful retailers attract, develop, and retain talent while building organisational cultures that support execution excellence and superior customer experiences.

Through expert-led sessions, practical exercises, case discussions, and peer learning, participants will develop the knowledge and capabilities required to build stronger teams, improve workforce productivity, strengthen leadership capability, and create sustainable competitive advantage through people.

Programme Objectives

By the end of the programme, participants will be able to:

- Develop talent management strategies that align workforce capability with retail business objectives.
- Build effective recruitment, selection, and onboarding systems that attract and retain high-performing employees.
- Strengthen leadership capability across stores, departments, and operational teams.
- Improve employee engagement, workforce productivity, and retention through effective people management practices.
- Establish succession planning and workforce development frameworks that support long-term organisational growth.

Programme Dates:

2-4 September 2026

Mode of Delivery:

In-person

Venue:

Lagos Business School

Fee:

NGN 750,000

Programme Modules

Day 1 – Building the Foundations of Retail Talent Management

Day 2 – Developing High-Performing Teams and Leaders

Day 3 – Driving Engagement, Retention, and Future Workforce Capability

Target Audience

This programme is tailored for:

- Retail Business Owners and Founders.
- Human Resource Directors, Managers, and Talent Development Professionals.
- Retail Operations Managers and Store Managers.
- Regional Managers and Business Unit Leaders.
- Executives and Decision-Makers responsible for workforce performance and organisational development.
- Professionals seeking to strengthen talent management practices within retail organisations.

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