



Managerial Training at all levels: area manager, manager of sales outlets, and cash wrap manager

Our Client is a supermarket chain established in 1960, resulting from the merger of three large and deep-rooted supermarkets in Italy. Today there are 300 sales outlets, approximately 1,500 employees, and it is one of the most solid businesses in the sector of mass distribution.

The company has discovered the need to launch a managerial training programme for all levels, in order to reinforce leadership and align all managers throughout the country with a shared corporate model and administrative strategies.

Targets

- To disseminate managerial skills 360° and guide the professional growth of various figures covering roles with managerial responsibilities:
 - area manager
 - manager of sales outlets
 - cash wrap manager.
- To create, reinforce, and maintain managerial practices in line with the corporate strategy
- To improve the personal, relational, and managerial effectiveness of various figures covering roles with managerial responsibilities.

Project

- Helping the management identify and define strategic guidelines, model, and distinctive competences for the Managerial Training Plan
- Collecting and analysing expectations and areas for development for future recipients (via focus groups and online assessments)
- Setting priorities based on results from training programmes dedicated to: area manager, manager of sales outlets, cash wrap manager
- Creating the Managerial Academy to support Managers in effecting actions and decisions through 3 indicators:
 - Managerial performance (organisation and management of the sales outlet)
 - Relational performance (management of other employees and the team)
 - Corporate performance (management of the sales outlet and business)
- Defining each programme's architecture in terms of ancillary diagnostic tools, duration, goals, methods, assessment, and impact
- Two-Year Training Plan based on the leadership model
- Progressive monitoring and final assessment of the managers' level of learning with an on-the-job coaching programme.



improving performance

PRAXI SpA

PRAXI is a leading Italian company in the sector of management consulting.

Established in 1966, it is structured as follows: 250 Employees (40 Managers), 10 Locations, € 6 million in Share Capital. The company's main activities are divided among four Divisions: Management Consulting, Information Technology, Valuations and Appraisals, Human Resources.

PRAXI's ability to offer integrated services is a key factor that makes the company stand out as a multi-disciplinary liaison in corporate consulting. Its cross-cutting approach combines perfectly with its innate ability to foster partnerships, seen as an opportunity to take on the clients' goals and build long-lasting professional alliances.

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Targets Reached

- As of today: creation of a Managerial Competence Academy closely aligned with the Company's goals
- Training Plan divided into three programmes for the three types of managers
- Given the improvement of corporate performance and organisational climate, the training plan is currently being integrated with a programme dedicated to all employees working at the cash wrap and on the floor, with a focus on customer relations and effective communication.

Methodology

- Survey on managers' expectations and needs
- Managers' current competence balance sheet (assessment)
- Training Plan with methods including classroom alternatives
- Systems for monitoring and assessing training action.

