



Retail Training Manager

Responsibilities

Training needs definition and activities development:

- Understand company business goals and people requirement by communicating with retail management and other key stakeholders.
- Conduct regular training needs analysis in order to determine the most relevant and cost effective training solutions for retail store teams.
- Identify training needs through summarizing performance feedback, collecting business data and communication with respective stakeholders.
- Collaborate in intra-regional efforts in alignment with Global Retail Training and Stone Island Retail Excellence goals and expectations.

Planning & budgeting :

- Develop regional training budget, balancing local needs, central guidelines and projects.
- Advise retail management on training-related budget planning based on projected training delivery.

Design of the training plan :

- Evaluate and review region-specific training materials and tools, updating as appropriate to ensure maximum effectiveness.
- Where appropriate, consult with Global Retail Training to contribute to the design, development and production of training materials, documents and manuals to ensure consistent content quality and effective delivery of same.

Training Implementation

- Deliver training modules to store teams according to modes established by Global Retail Training and in alignment with Regional Retail Management.
- Manage new staff induction in coordination with regional retail management and human resources.
- Follow up with retail and store managers on new staff induction-training evaluations.
- Manage preparation, delivery and follow-up phases of training modules.
- Select external training providers and trainers to meet training needs.

Measure and improve training effectiveness

- Track effect on KPIs and pre-determined training objectives where possible.
- Measure employees' behavioral changes after they attend the training.

Manage training related administrative work

- Ensure timely and accurate training reporting.
- Coordinate with HQ Retail Training and local HR team in order to make department's solid and reliable business partner in the company.

Conduct related retail excellence project with team

- Support work of retail excellence & clienteling to align with training.
- Coach Sales associate with retail training & operation knowledge.

Role Competencies

- At least 7 years working experience in retail training as Trainer
- Have experience in luxury retail operation as various sales channels



- Professional facilitation skills
- Excellent communication skills
- Fluent in spoken and written English
- Proficient in Excel, Word and PowerPoint
- Must have good personal organization and strong administration skills
- Frequent travel is required

Organizational Relations

- Stone Island Korea General Manager
- Global Training Director