



## MODERN LEARNING SOLUTION FOR THE RETAIL INDUSTRY

The retail industry is a fast-paced and rapidly changing environment centered around providing a positive customer experience. This customer-centric industry undoubtedly comes with challenges. Luckily, you can overcome these challenges with online training and BizLibrary's off-the-shelf content.

### Retail Industry Top Business Challenges

Retail employees are required to have a variety of essential skills to perform their job.

Customer Service

Communication

Sales

Workplace Safety

Retail managers balance daily store operations along with upskilling employees to improve productivity, prepare new management, all while striving to find time to deliver training to a dispersed workforce.

Amongst all, one of the biggest challenges is employee retention. Maintaining top talent in the retail industry can be difficult due to the long hours and demanding shifts.

### Online Training as a Solution

Retail employees and managers can overcome business challenges and enhance the skills of their team members with an online training program and off-the-shelf content. With access to a vast library of microlearning video courses and thousands of titles to choose from, an online learning program allows you to easily create a training program strategy to fit your unique needs.

Online training allows employees and managers to receive consistent and timely training across multiple shifts and multiple locations. When employees value the learning and development opportunities provided for them, employee turnover reduces as individuals become more loyal to the company and satisfied with career growth opportunities.

### The BizLibrary Collection

Popular course launches from the BizLibrary Collection for the retail industry include:

**Leadership Essentials**  
**Anti-Harassment**  
**Time Management & Productivity**  
**Performance Coaching & Appraisals**  
**Management Essentials**

**Communication**  
**New Managers**  
**Personal & Career Development**  
**Diversity & Respect**  
**Engagement & Motivation**

This engaging off-the shelf-content gives you access to more than 8,000 titles from 40+ producers, and content within The BizLibrary Collection meets AICC and SCORM standards!

For more information about the BizLibrary Collection, please contact your account representative.