



**THE  
DISTRIBUTION  
TEAM**

## **FINDING THE BALANCE: PEOPLE, PRODUCT AND PROFITABILITY**

### **(180-210 MINUTES)**

This half day course is all about building a profitable operation. Managers of these locations need to understand how to lead their team down the path of profitability. It starts with getting everyone on the same page so that the location can provide a superior customer service experience. At the same time, the manager needs to be accountable to the asset have responsibility over. This is the balancing act of every effective manager. In this session, we will cover the basics of coaching, managing, and driving your way to profitable location growth.

#### **LEARNING OBJECTIVES:**

1. Learn how operating expenses effect net profit
2. Understand how communication conveys expectations
3. Use of effective time management techniques
4. Learn how to segment customers based on profitability