

Your Path to Success

Working in a home improvement store can be an exciting career full of challenges and opportunities. Whether you are on the salesfloor in direct contact with customers or in the office overseeing operations, there are a variety of skills you need to be successful. NHPA can help you get there. Here are the educational courses NHPA offers and how they can help you advance your retailing career.

BEGINNER

WORKING IN RETAIL

These courses introduce basic concepts that are important to a successful career.

Our Three Pennies of Profit

Grasp the basic concepts of retail profit and loss.

Basic Training in Selling Skills

Learn the skills for delivering great customer service.

Basic Training Merchandising

Explore the fundamentals of effective merchandising.

Loss Prevention: Store Safety

Learn how to make the store safer for everyone.

Joining a Retail Team

Get an introduction to teamwork and customer service.

Retail Terms

Learn 60 terms common to retail in an interactive game format.

BEGINNER

KNOWING YOUR ASSORTMENT

Product knowledge mastery starts by understanding the items that make up core hardlines categories.

Basic Training in Hardware Retailing

Learn basic product knowledge in eight core hardlines categories.

Basic Training in Building Materials Retailing

Learn basic product knowledge needed to sell eight core building material categories.

ADVANCED

UNDERSTANDING STORE OPERATIONS

These courses explore the fundamentals of running a successful business.

Basic Inventory Management

Learn the fundamentals and best practices of managing retail inventory.

Basic Retail Pricing

Grasp the fundamentals of pricing strategy and best practices for improving profitability.

Basic Retail Accounting

Understand terms used in the income statement and balance sheet, along with financial ratios.

INTERMEDIATE

INCREASING SALES

Employees learn how to increase transaction size and guard against theft.

Project Pro

Help customers find everything they need to complete common home improvement projects.

Loss Prevention: External Theft

Take a look at shoplifting and how you can help stop it.

Loss Prevention: Internal Theft

Take a look at employee theft and how you can help stop it.

ADVANCED

BECOMING THE MANAGER

Employees aiming for a leadership role have two choices for deeper learning.

Foundations of Leadership

Managers can take this online 16-week, college-level course to become better leaders and communicators.

Retail Management Certification Program

This 6-month, college-level course is designed to develop the leadership and management capabilities of top-level employees. Students have homework and travel to Indianapolis for classes.

ANYTIME TRAINING

Trainer's Toolbox

Use these 5-minute sessions for refresher training in staff meetings. They cover a variety of topics in merchandising, selling skills, product knowledge and operations.

Discover more at YourNHPA.org.