

QUICK START GUIDE

SAY GOODBYE TO THESE 6 RETAIL TRAINING HEADACHES WITH THE **iSPRING LMS**





Retail companies face myriad challenges. High employee turnover rates, inconsistent customer service, and ever-changing product lines across stores make training a struggle.

Let's take a closer look at these challenges and discover how to tackle them effectively with a single online training tool, the iSpring LMS.



1 Inconsistent onboarding and training across locations

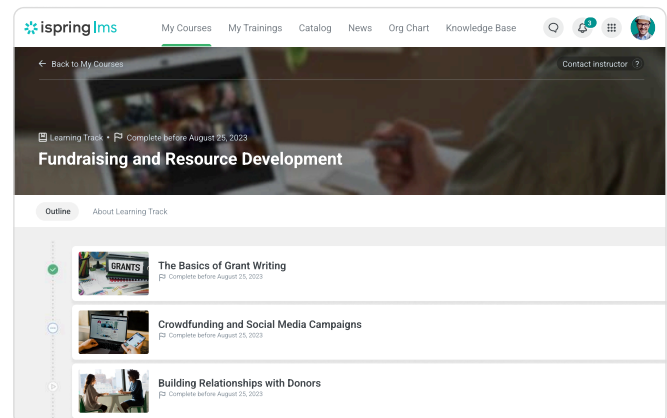
The bigger your retail business grows, the more locations and departments you need to oversee. With multiple management teams in place, each might run onboarding and employee training their own way. This can result in varied training standards and lead to discrepancies in service quality, employee knowledge, and brand consistency.

An easy-to use LMS with learning tracks accessible to all employees

With an LMS like iSpring LMS, you can **create a centralized training program and easily deliver it to all employees regardless of where they are**. Thanks to the **intuitive interface**, they'll master the platform in no time and can start their training right away.

Organize your content into **targeted learning tracks** for different roles, from frontline staff to upper management. Each employee will receive the relevant, role-specific onboarding and training they need to excel.

Plus, **automated assignments and deadline reminders** will lighten the load for your HR and training managers.



✖ NAOS



Ahmed Taha, Training Manager at NAOS Bioderma

“With iSpring, we trained 100+ employees from various locations across the globe in three months and launched five learning tracks for two of our brands.”

[Explore the success story of NAOS Bioderma →](#)

2 No time for in-person training for sales floor staff

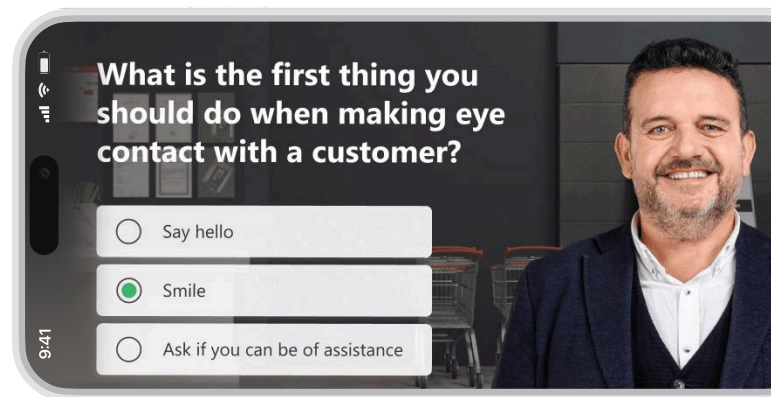
Sales floor employees, like cashiers and sales associates, have especially busy schedules as they juggle customer demands while keeping store operations running smoothly. They often have to skim new training materials during a lunch break or quickly review them right on the sales floor.

Effective training in your employees' pockets: A mobile LMS app

iSpring's native mobile app, available on iOS and Android, makes training more accessible than ever.

Sales floor employees can complete onboarding courses, refresh product knowledge, and even improve their customer service skills – **all from their smartphones.**

With the **offline learning** capability, employees can download courses and complete them anytime – even without an internet connection. This is especially useful for sales floor staff working in large malls with unreliable Wi-Fi.



3 Effectively assessing employee skills and compliance

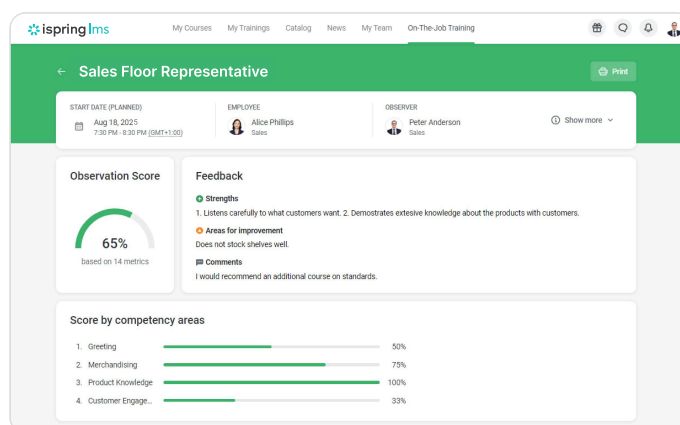
Many retail businesses still rely on outdated manual methods like paper forms and handwritten notes to assess employee skills. This results in inconsistent evaluations, errors, and delayed feedback, making it hard to track and improve performance and compliance.

Standardized evaluations with the On-the-Job Training (OJT) Module

iSpring LMS provides a **reliable way to observe and evaluate** your employees' performance, skills, and compliance with standards and regulations.

With the OJT Module, you can:

- Create targeted checklists for specific job roles and tasks
- Conduct observation sessions to assess adherence to work standards
- Provide feedback to all team members in real time
- Monitor employee performance



You can easily schedule **OJT sessions** for your staff right in the LMS. Once your employees complete their sessions, they can review observers' feedback with areas for growth. Supervisors can use session results to **guide promotion decisions or role adjustments**.

4 Keeping staff up to date on product knowledge and work standards

Retail managers often grapple with scattered resources and fragmented training materials spread across multiple platforms. This leads to inconsistent product knowledge and a poor understanding of operational procedures. Everyone ends up spending extra time hunting for the right materials, slowing down service and creating uneven customer experiences.

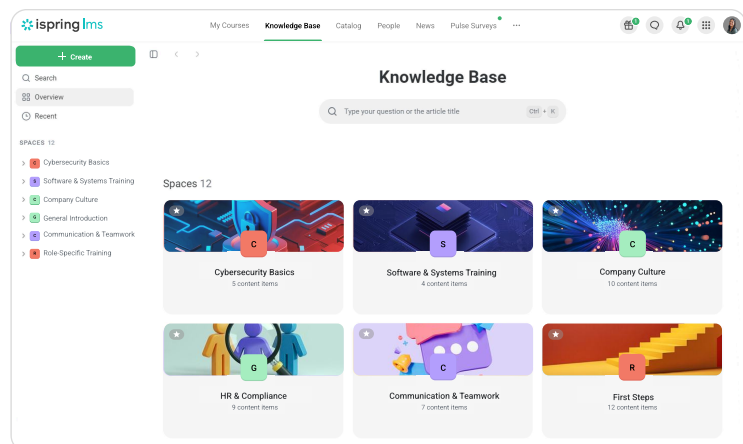


A centralized knowledge base for essential information

You can easily **store, update, and share information** on product lines, customer service standards, and operational procedures in a single knowledge base within the LMS.

Build organized collections of materials based on popular topics or specific departments with full control over access to files.

Upload manuals, videos, webinar recordings, PDFs, and other resources. Employees can instantly access the content online and find the right info thanks to the smart keyword search.



5 High employee turnover

The retail industry has a [32.9% employee turnover rate](#), one of the highest in the USA. Limited career growth opportunities and poor training are among major contributing factors.

Continuous learning and professional development resources

With iSpring LMS, you can **build a culture of continuous learning** in your company, incentivizing employees through professional growth opportunities.

iSpring LMS **integrates with the top eLearning libraries** like Udemy and LinkedIn Learning.

Give your employees access to thousands of courses to help them build relevant skills, explore new fields, and advance their careers with confidence.

go1

udemy

LinkedIn Learning



6 Text-heavy training materials that fail to engage employees

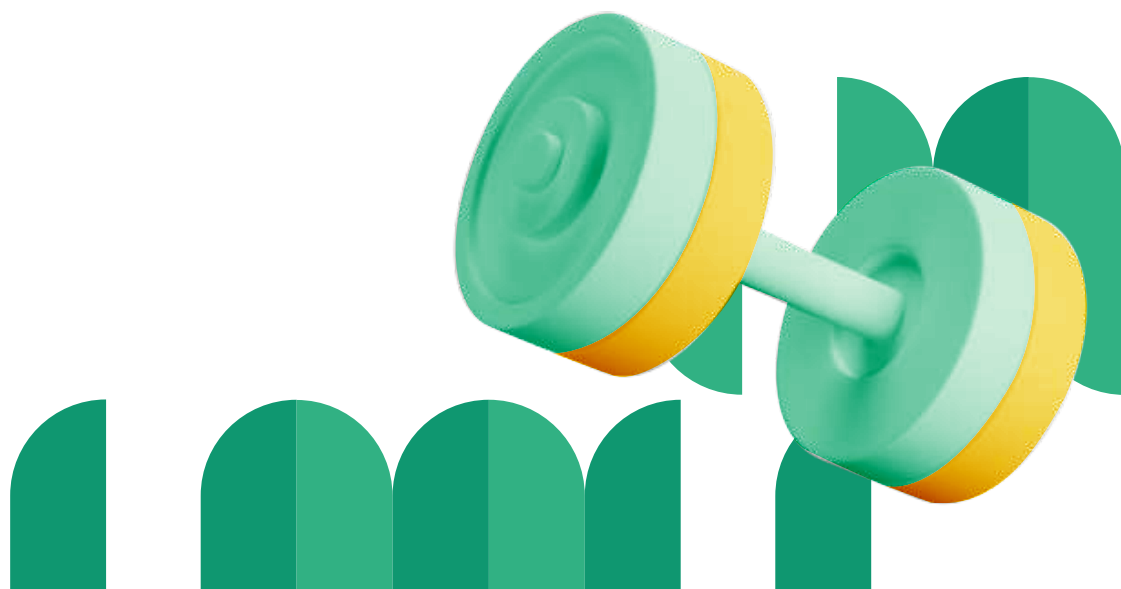
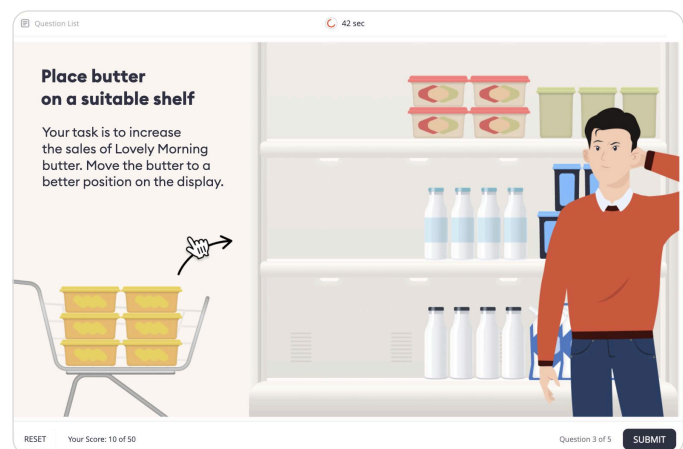
Retail companies still use text-based formats like printed manuals, lengthy PDFs, and static presentations that lack interactivity. These resources also fail to include real-world scenarios and hands-on practice. As a result, employees struggle to apply what they learn to actual customer interactions and workplace challenges.

Immersive, media-rich training courses with interactive elements

Turn your static presentations into stunning interactive courses or create them from scratch – no tech skills required. The iSpring eLearning ecosystem combines iSpring LMS with iSpring Suite, an intuitive authoring tool that works right in PowerPoint.

Create immersive courses, product demos, video guides on sales techniques, customer engagement, and daily operations that empower your staff to excel. Enrich your content with role-plays and simulations to help staff practice new skills in a safe environment.

Reinforce learning with engaging, cheat-proof assessments to track learning progress and results.





LAUNCH RESULTS-DRIVEN RETAIL TRAINING WITH iSPRING LMS

Book a free demo of our LMS. iSpring's eLearning expert will walk you through the platform and help you tailor it to your specific retail training needs.

[Book a free demo](#)

[Try out for free for 30-days →](#)

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