



WAREHOUSE MANAGEMENT & SUPERVISION TRAINING

"A warehouse is only as good as its inventory management." - Jeff Bezos

This training will provide participants with the necessary knowledge and skills to successfully manage a warehouse. Through lecture, case studies, and hands-on activities, participants will learn essential techniques for efficient organization and operations within a warehouse. Topics covered include: stock control, ergonomics, inventory management, hazard awareness, use of computer systems, and warehouse layout optimization. Participants will also explore best practices in employee motivation, collaboration, and productivity. By the end of this training, participants will have the confidence to efficiently coordinate order picking and storage processes in their warehouse.

Key Course Content:

- Discuss the role of managers at supervisors at your depot
- Remove the number one cause of conflict at depots
- Discuss the methods that you use to build rapport with staff and subcontractors
- Analyse the games people will play to avoid completing a task
- Deal with aggressive people
- Review protocols on dealing with drug and alcohol affected people
- Profile the behaviour styles of people most likely to fly off the handle
- Respond to difficulties rather than react to them
- Discuss the 5 dysfunctions of teams
- Recognise and avoid vocabulary that adds fuel to the fire
- Set behavioural boundaries
- Communicate in a manner that removes misunderstanding



Target Audience:

The course can be tailored for the specific cohort whether it be the leadership team, another group of managers/team leaders or employees.



Duration:

This course is available as a 1-day course or a truncated half-day course.



Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



Group Size:

We recommend a group size of 4-10 people.