



SMCo Thrift

**NATIONAL TRAINING
CONFERENCE**

spring 2021

Recap

Be open → Transformation is needed to **Do Thrift Better**

Thrift = Manufacturing + Retail

Donations are lifeblood of a thrift organization

Sorting efficiently and pricing items individually to value maximizes profit potential

Metrics serve as an early warning system and help us ask the “right” question



Looking Ahead

Leading People

Customer Service

Merchandising & Pulls

Marketing & Communications

Budgeting and Real Estate

Open Forum



Leading and Managing People

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 **ThriftTrac**

 **OnTrac**

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What is Leadership?

Leadership is the art of motivating a group of people to act toward achieving a common objective.

Leadership is influence.

Leadership is a process of social influence, which maximizes the efforts of others, towards the achievement of a goal.

What is Management?

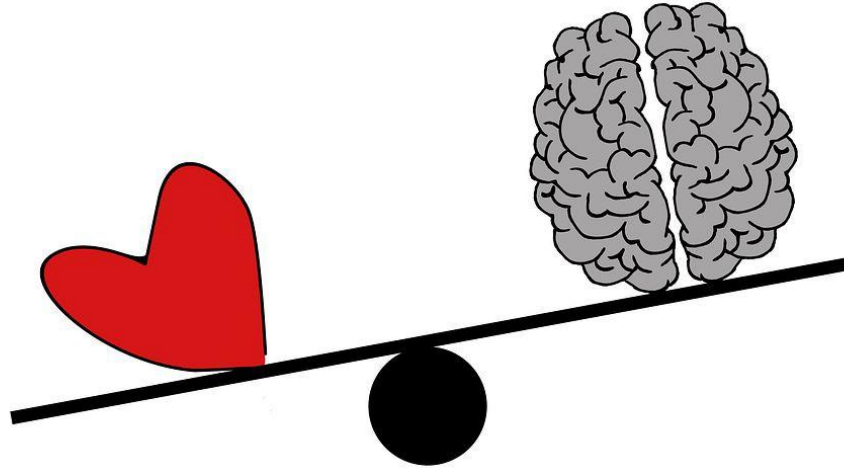
Management is the process of dealing with or controlling things or people.

Management is the coordination and administration of tasks to achieve a goal.

Management is a problem-solving process of effectively achieving organizational objectives through the efficient use of scarce resources in a changing environment.

Leadership vs Management

Both are critical to the success of your organization



Top 10 Questions

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How do you hire good people?

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How do you keep good people?

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How do you keep everyone informed?

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How do you set expectations?

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How do you hold people accountable?

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How do you make someone better?

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What are your favorite interview questions?

What are your favorite books, experts?

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What tool(s) do you use most often?

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What is one recommendation to make an immediate impact?

Questions?

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