



POWERED BY  NHPA

LEVEL 100

These online courses are designed to help both new and seasoned employees gain a better understanding of basic retail practices.

“Our Three Pennies of Profit”

Length: 15 minute video

This video gives employees a basic understanding of retail profit and loss. It helps them realize how their actions on the salesfloor directly affect their own success in the business. It includes a test.

Basic Training in Selling Skills

Length: 1 hour

Ideal for new hires as well as veteran employee who need a refresher, this course teaches basic selling skills for delivering top-notch customer service. It covers topics including how to make a good first impression on the customer, how to deal with customer complaints, how to overcome objections and much more. It includes a 50-question test.

Basic Training in Merchandising

Length: 1 hour

Proper merchandising helps a store improve sales, so it is essential that every employee be familiar with best merchandising practices. This course will help employees understand merchandising fundamentals and what they can do to maximize the impact of every display. It includes a 50-question test.

NHPA's Online Training Courses

Train your employees with **44** in-depth, online courses with **279** modules.

Contact Us

YourNHPA.org

1-800-772-4424

NHPA@YourNHPA.org

Loss Prevention

Length: 3 courses, each is approximately 45 minutes

Loss Prevention includes three courses covering internal theft prevention, external theft prevention and store safety. It will help retailers develop a safe and secure retail environment. It includes complete testing and record-keeping.

Joining a Retail Team

Length: 30 minutes

The Joining a Retail Team course is designed to help new hires understand the important role they play in the success of your business. Modules cover teamwork, the important role independent retailers play in the community and the importance of customer service. There is a short test at the end to reinforce what students have learned.

Retail Terms

Length: 30 minutes

While terms such as SKU, planogram and turnover may be a part of your everyday vocabulary, they may be intimidating to someone new to the industry. New employees can learn 60 retail terms using a fun and interactive game format.

Basic Training in Hardware Retailing

Length: 8 courses, each is approximately 1 hour

This collection of courses equips employees with the basic product knowledge they need to start selling the eight core hardlines departments. Content includes features and benefits of each product, selling skills (including add-on sales) and frequently asked questions. At the end of each course, there is a 50-question test. Students who complete all eight tests will receive a certificate of completion in their email. Courses include Electrical, Hand Tools, Hardware & Fasteners, Heating & Cooling, Lawn & Garden, Paint & Decorating, Plumbing and Power Tools.

Basic Training in Building Materials Retailing

Length: 8 courses, each is approximately 1 hour



This course covers basic product knowledge in eight core building materials departments. In addition to outlining the products and features of basic products, this course offers selling skills (including add-on sales) and frequently asked questions. At the end of each course, there is a 50-question test. Students who complete all eight tests will receive a certificate of completion in their email. Courses include Lumber, Engineered Wood, Millwork, Windows & Doors, Siding & Roofing, Insulation, Cabinets and Interior Surfaces.

Project PRO

Length: 15 courses, each is approximately 30 minutes

After employees learn basic product knowledge, the next important step is learning how to sell an entire project. Project PRO walks employees through a series of specific projects. Each Project PRO course combines PlanItDIY project videos with valuable selling skills. Emphasis is placed on explaining how selling an entire project, instead of just a single product, can make a big impact on a store's sales. Courses include common DIY projects, including Priming and Painting Interior Walls, Fixing a Leaky Toilet and Installing Electrical Outlets and Switches.

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LEVEL 100

Basic Paint Sales (New)

Length: 1 hour

This course covers the fundamental retail skills employees need to know to start selling paint. The six modules include how to help a customer choose a color, selling skills, product sales, selling home fashions, merchandising and store safety. It includes a final test.

Coatings Specialist

Length: 3-1/2 hours

This course offers an in-depth look at the different types of paints, stains and other coatings for sale in most paint and decorating stores. It also includes a discussion of types of applicators, an introduction to the color wheel and selling skills best practices. Sales associates who take the course will have the skills they need to successfully sell all types of coatings. It includes a final test.

Paint Customer Service Specialist

Length: 70 minutes

This course will prepare sales associates with the customer service skills they need to successfully sell to shoppers looking for paint and decorating products. Topics include basic steps in retail paint sales, add-on selling, dealing with difficult customers and techniques for competing against big-box retailers. It includes a final test.

These online courses are for employees, managers or owners who want a better understanding of some of the core operational and sales fundamentals that are key to running a successful business.

LEVEL 200

Basic Inventory Management

Length: 1 hour

The course in Basic Inventory Management is an introduction to the basic concepts and best practices of managing inventory in a home improvement retail operation. In seven modules, the course outlines the components of the inventory cycle, including ordering, receiving and stocking, reporting and managing slow-moving and discontinued inventory.

Basic Retail Pricing

Length: 1 hour

The course in Basic Retail Pricing is an introduction to the basic principles of pricing in a typical home improvement operation. The six modules of the course will review key concepts such as pricing terms and calculations, common pricing techniques, price audits and price shopping. The course will also review how retailers can manage their price image and how they can strengthen their overall pricing strategy to improve profitability. Students can check their knowledge with a 25-question test at the end.

Basic Retail Accounting

Length: 30 minutes

The course in Basic Retail Accounting offers an introduction to the often-complicated topic of accounting by explaining the terms used in the two most common financial statements: the income statement and the balance sheet. The course also defines common basic financial ratios retailers can use to compare their operation against others in the industry. Business owners and any employees involved with financial management will benefit from this course.

Additional Resources

Onboarding Handbook

Owners and managers who want to develop their own onboarding program can use this guide, which includes best practices and checklists, to get started. It is available in the [Resources tab of NHPA's LMS](#).



Train the Trainer Guide

With easy-to-read, step-by-step instructions, the Train the Trainer guide is full of practical tips and instructions for creating an effective training program. Find the guide and get started at YourNHPA.org/train-the-trainer.



Job Descriptions

Do you need help creating job description templates for your employees? This set of six templates can guide you in creating job descriptions that meet your needs. Get templates on the [Resources tab in NHPA's LMS](#).



Path to Success Poster

NHPA's training covers a variety of topics, and the Path to Success poster shows how all of those courses fit together, from basic to most advanced. The poster is available in the [Resources tab on NHPA's LMS](#).

