



2026 EDITION

Retail *Training* Programs

Equipping retail teams to sell, operate and transform across every channel

INSTRUCTOR-LED

ENTERPRISE READY

CUSTOMIZABLE

GLOBAL DELIVERY

9

COURSES

4

CATEGORIES

5,000+

EXPERT TRAINERS

Building *customer-first* retail teams

Edstellar is an enterprise learning partner that helps organizations build future-ready workforces. Our 2,000+ instructor-led programs are delivered onsite or live online by 5,000+ practitioner trainers, and each one is tailored to your goals. This catalog brings together 9 retail programs that span merchandising and selling, store operations and leadership, omnichannel and retail transformation, and fashion and apparel.

Global leaders including Visa, ABB and Aditya Birla Group trust Edstellar to build capability at enterprise scale. Before any program starts, we look at the real capability gap and the business goal behind it, so every module ties back to outcomes your leaders can measure, not just attendance. The result is training your store and head-office teams put to work straight away.

Learning paths for *every* role



Store & Frontline Leaders

STORE OPERATIONS

Run efficient stores, lead frontline teams and keep shrink and loss under control.

START WITH

- Store Operations & Frontline Retail Leadership
- Retail Operations Management
- Retail Loss Prevention & Shrink Management



Merchandising & Category Teams

BUY & DISPLAY

Plan assortments, manage categories and present product so it sells across the floor.

START WITH

- Category Management & Merchandising for Retail
- Retail Sales & Visual Merchandising
- Luxury & Premium Retail Clienteling



Omnichannel & Transformation Leaders

CHANNELS & CHANGE

Connect stores and digital channels and move retail operations into the AI era.

START WITH

- Omnichannel Retail Strategy & Operations
- Retail & CPG Operations in the AI Era
- Sustainable Fashion



Customer Experience & Clienteling

SERVICE & LOYALTY

Deliver premium service and personalized experiences that build loyalty and repeat custom.

START WITH

- Luxury & Premium Retail Clienteling
- Retail Sales & Visual Merchandising
- Omnichannel Retail Strategy & Operations

Why *choose* us

01

Practitioner trainers

5,000+ verified retail leaders and merchandisers who run real stores, categories and channels.

02

Customizable programs

Curriculum built around your formats, channels, product mix and operating maturity.

03

Global delivery

Onsite or live virtual in any time zone, with in-person delivery across 1,000+ locations.

04

ISO 9001 & ISO 27001 certified

ISO 9001:2015 for quality and ISO 27001:2022 for information security.

How we *work*

01

Submit your brief

Share your training needs, team size and skill gaps.

02

Custom plan

Receive a tailored curriculum and trainer recommendations.

03

Approve & schedule

Finalize content, dates and delivery mode for your team.

04

Train & measure

Expert-led sessions with progress tracking and ROI reporting.

Course *categories*

01 Merchandising & Selling

3

02 Store Operations & Leadership

3

03 Omnichannel & Retail Transformation

2

04 Fashion & Apparel

1

9 courses in total · full list on the pages that follow

All 9 *courses*

01 Merchandising & Selling

3

Category Management & Merchandising for Retail	→
Luxury & Premium Retail Clienteling	→
Retail Sales & Visual Merchandising	→

02 Store Operations & Leadership

3

Retail Loss Prevention & Shrink Management	→
Retail Operations Management	→
Store Operations & Frontline Retail Leadership	→

03 Omnichannel & Retail Transformation

2

Omnichannel Retail Strategy & Operations	→
Retail & CPG Operations in the AI Era	→

04 Fashion & Apparel

1

Sustainable Fashion	→
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Trusted by *enterprises*

“*Edstellar's merchandising and selling program lifted our store teams in a way we could measure at the till. Combined with the store operations and leadership track, our managers started running their floors like owners.*”

VP OF RETAIL OPERATIONS · FORTUNE 500 RETAILER

“*The omnichannel transformation training helped us connect store and digital without losing the service our customers expect.*”

DIRECTOR OF OMNICHANNEL · GLOBAL CONSUMER BRAND

“*Our apparel buyers and floor leaders came away with practical skills, not slideware. The program respected how retail actually works.*”

HEAD OF MERCHANDISING · INTERNATIONAL FASHION RETAILER

TRUSTED BY **Visa** **ABB** **Aditya Birla Group** & OTHER FORTUNE 500 ORGANIZATIONS

Let's *connect*

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[Schedule a consultation →](#)



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