

Retail Training and Education Programmes

Empowering Retail Talent



Apprenticeship in
Retail Supervision



Degree in Retail
Management Practice



Occupational
Training



Retail-focused
Workshops



E-Learning
Courses



www.retailirelandskillnet.com

Retail
Ireland

Skillnet

On behalf of Retail Ireland Skillnet (RIS), it is my pleasure to present our current suite of retail training and education programmes. As you review this brochure, you'll notice our commitment to expanding both the quantity and diversity of courses available with the aim of aligning with the changes in the retail environment.



For over 20 years, RIS has proudly served as the preferred training and education partner for the majority of Ireland's leading retail organisations. Our primary goal is to provide affordable and cutting-edge education and training programmes tailored to the retail sector. Working with retailers we want to ensure retail is a career of choice. To succeed in this mission, we must ensure that both retail employees and employers can readily access a comprehensive selection of highly respected training and education programmes.

Enterprise-Led

We aim to design and deliver work-based education and training programmes that meet the ever-changing needs of the Irish retail sector.

Never Standing Still

We aim to promote a creative and innovative culture amongst all stakeholders where new ideas are welcomed and explored.

Learner Centric

We aim to make training programmes geographically and demographically available to all retail employees providing an attainable career path within the retail sector.

Respect and Diversity

We promote a culture that actively supports equality of opportunity and access across our team, learners, retail organisations and other stakeholders promoting mutual respect, open communication, and listening.

We are committed and look forward to working closely with you to develop training and education solutions that work for your organisation. If we can help please do not hesitate to contact myself or any member of the team.

Dr. Oran Doherty

Head of Retail Ireland Skillnet

E: oran.doherty@ibec.ie

T: 087 4599729

FREE Skills Audit and Bespoke Training Roadmap for Your Business



Skills Audit



Develop Roadmap



Plan Training



Deliver Training



Evaluate Processes



Secure Growth



Achieve Success

DEVELOP YOUR TRAINING PLAN

In today's fast-paced retail environment, the success of your business hinges on the skills and knowledge of your team. With the retail landscape evolving at an unprecedented rate, the need for training that addresses the needs of your teams across different organisational levels, has never been so critical – or daunting.

We understand these challenges. With years of experience and a deep expertise in skills training and education, Retail Ireland Skillnet is perfectly positioned to support your organisation. We're delighted to offer retail organisations the FREE service of developing a customised skills audit and training roadmap.

Benefits

» Customised Skills Audit and Training Roadmap

» Improved Employee Retention

» Comprehensive Plan for Talent Development

» Maximum Return on Investment for Training Budget

» Increased Employee Engagement

» Training Scaled to Suit Your Business Needs

Let's Get Started...

Scan the QR code to visit our website and arrange your consultation for your free tailored Skills Audit and Training Roadmap for your business.

Alternatively contact Oran Doherty oran.doherty@ibec.ie or call 087 4599729



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Apprenticeship in Retail Supervision

LEVEL 6



Programme Information

- » Ireland's leading retail supervisory programme
- » Retail employee continues to work full-time whilst gaining qualification
- » 2-year Level 6 programme
- » Attend 24 college days per year (blend of classroom and online)
- » Apprentice attends classroom days in Dublin, Cork or Galway
- » Focuses on applying knowledge in real-world scenarios, stimulating idea generation, and fostering workplace innovation
- » Free to register apprentice(s)
- » Next intake starts in September

Aimed at..



Existing and aspiring
Retail Supervisors



Full-time Retail Employees

€4,000 Employers Grant

Retail employers can avail of a €4,000 Employers Grant for each employee enrolled on the Apprenticeship in Retail Supervision programme.

Modules Covered

Year 1

- » Learner Development
- » Retail Supervision 1
- » Retail IT
- » Retail Professional Selling
- » Legal Issues in Retail
- » Retail Customer Experience
- » Safety, Health, and Welfare
- » Masterclasses

Year 2

- » Omni Channel Marketing
- » Retail Supervision 2
- » Retail Consumer Behaviour
- » Retail Calculations and Decision Making
- » Purchasing and Supply Chain
- » Electives (choose 2 out of 4)
 - » *Retail Pharmacy*
 - » *Food Safety Operations and HACCP*
 - » *Retail Merchandising*
 - » *Retail Security and Loss Prevention*

Entry Requirements

- » 18 years +
- » Leaving certificate or Full level 5 qualification or 2 years retail experience.
- » Employer committed to supporting costs such as laptop, accommodation, travel, and college days.
- » Workplace Mentor nominated to support the Apprentice over the 2-year programme.



Only retail businesses operating within the Republic of Ireland are eligible to apply. Applications can only be accepted from employers for employees under full-time working contracts in retail

Register Your Interest...

Scan the QR code to visit our website and register online,
or contact Roisin Woods roisin.woods@ibec.ie or call 087 4390087



Retail Practice Occupational Qualification

LEVEL 5



What is the Level 5 Programme?

This programme enables you to train your team in-house, tailoring delivery to fit your brand and store needs as well as helping your team achieve a recognised qualification for their efforts.

This programme is co-funded by the Government of Ireland, the European Union, and network companies.

Aimed at..



All Employees

Why Choose This Programme?

- » Tailored to your company's brand and values
- » Real-world, on-the-job learning
- » Cost-effective, in-store delivery
- » Recognised qualifications for your team

Business Benefits?

- » Boost team performance and customer service
- » Ensure consistent standards across locations
- » Show staff you value their growth
- » Stay competitive with a skilled workforce

Modules Included:

1. Retail Customer Service
2. Retail Communications
3. Safety & Health at Work
4. Work Experience
5. Warehousing
6. Retail Selling Skills
7. Retail Security
8. Retail Display
9. Personal Effectiveness

How It Works:

- » Collaborate to design a customised programme
- » Train staff while they work
- » Assess progress regularly
- » Staff awarded Level 5 certificates upon completion

Let's Get Started...

Scan the QR code to visit our website and arrange consultation to discuss your requirements for the Retail Practice Occupational Qualification Level 5 Award.

Alternatively contact Theresa Gallagher theresa.gallagher@ibec.ie or call 083 3527277



The Learner's Journey

Unlock your team's potential with real-time, hands-on training delivered on the shop floor.

Adoption



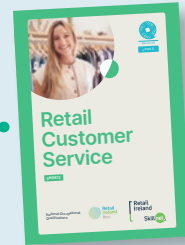
Company identifies preferred modules and learning plan

Welcome



Team leaders are selected and trained to oversee delivery in-store

Preparation



Employees are selected for training with all relevant materials provided

Learning



Learning commences in-store

Resources



Additional resources easily accessed online

Support



Ongoing support from Retail Ireland Skillnet to guarantee successful training

Assessment



Learners complete an assessment booklet to record and validate their learning

Completion & Certification



QQI Level 5 Certificate awarded upon successful completion of each module

Degree

Bachelor of Business in Retail Management Practice

LEVEL 7



DEVELOPED AND DELIVERED IN COLLABORATION WITH ATLANTIC TECHNOLOGICAL UNIVERSITY DONEGAL (ATU)

Course Description

This degree programme is specifically designed to equip retail employees with the practical skills, knowledge, and competencies that are crucial for effectively managing in a retail environment. The programme is centered around workplace improvement, which aims to bridge the gap between theoretical learning and practical implementation. Furthermore, the programme is designed to accommodate the busy retail calendar, ensuring that learners can balance their work and study commitments.

This programme is co-funded by the Government of Ireland, the European Union, and network companies.

Modules

Year 1

- » Learner Development and Study Skills
- » Retail IT
- » Customer Engagements and Touchpoints
- » Legal Issues in Retail
- » Retail Management
- » Retail Security and Loss Prevention

Year 2

- » People and Performance Management
- » Retail Marketing Principles
- » Retail Calculations
- » Retail Supply Chain Management
- » Economic Fundamentals
- » Consumer Behaviour and Psychology
- » Data Analysis for Information Systems

Year 3

- » E-Commerce
- » Online Marketing
- » Financial Management in Retail
- » People and Performance Management 2
- » Entrepreneurship and Innovation
- » Retail Buying and Merchandising



Who it's for



Current or Aspiring Retail Managers

Duration



19 days per year (12 days in classroom, 7 online). 3 Year Programme

Delivery



Blended (On-the-job, classroom, online and self-study)

Entry Requirements



- » 18 years +
- » Leaving certificate / Full level 5 qualification or 23+ with 1 year retail experience
- » Currently working in retail

Location



Dublin

When



September each year

Cost



€1,200 per year

FOR MORE INFORMATION

Email Theresa.gallagher@ibec.ie
or visit our website to apply for this degree.



Degree

Bachelor of Business in Retail Management Practice

LEVEL 8



DEVELOPED AND DELIVERED IN COLLABORATION WITH ATLANTIC TECHNOLOGICAL UNIVERSITY DONEGAL (ATU)

Course Description

The Level 8 Honours Degree in Retail Management Practice programme is designed to provide learners with an opportunity to develop advanced core competencies and skills in retail management. This one-year programme builds on the learning and business knowledge already gained whilst completing the Level 7 Retail Management Degree.

The Level 8 Retail Management Practice Degree is delivered on a part-time basis and requires learners to attend college 19 days per year, which includes 12 days in the classroom and 7 days online.

This programme is co-funded by the Government of Ireland, the European Union, and network companies.

Modules

- » Corporate Social Responsibility and Sustainable Retail
- » Leadership Effectiveness
- » Change Management
- » Talent Strategy Management
- » Innovation and Digital Transformation
- » Strategic Retail Management



Who it's for



Graduates with Level 7 Qualification in retail or related field

Duration



19 days per year, 3 year programme

Delivery



Blended (On-the-job, classroom, online and self-study)

Location



Dublin

When



September each year

Cost



€1,200 per year

FOR MORE INFORMATION

Email Theresa.gallagher@ibec.ie
or visit our website to apply for this degree.

For more information:
Scan the QR CODE



Workshop

Retail Security & Loss Prevention



Course Description

Enhance your team's practical knowledge and understanding of retail security and loss prevention techniques. Upon completion of this programme, participants will possess the necessary knowledge and confidence to implement robust loss prevention and security measures in their stores.

The content covered can be tailored to address retail security and loss prevention concerns relating to your business and to the retail role.

Key Themes

Retail Loss

- » What is retail loss?
- » What are the main causes?
- » What is the impact of retail loss in the evolving retail environment?

Shoplifting and Fraud

- » Identifying suspicious behaviour
- » Deterring shoplifting by customer service/experience
- » Citizen's arrest and ASCONE
- » Is arrest the correct approach?
- » Fraud – Sleight of hand, credit card fraud, refund fraud, bogus visitors/callers

Internal Theft

- » Motivations to commit employee theft
- » Internal theft evolving methods
- » How can internal theft be prevented?
- » Whistleblowing
- » Technologies - Data analytics, CCTV etc.

Security

- » The security risk assessment
- » Conflict resolution
- » Management of critical incidents
- » Understanding what is not normal

Protecting your Business Against Defamation

- » The law and defamation
- » Avoiding cases of defamation
- » Common issues & the value of contemporaneous reporting

Who it's for



Supervisors, Managers,
Security Personnel, Frontline Workers

Duration



1 Day

Delivery



Online OR In-Person

Cost



For Groups up to 20:

- » Online: €900
- » Classroom (Company Venue): €1,100

TO BOOK THIS WORKSHOP

Email Theresa.gallagher@ibec.ie

For more information:
Scan the QR CODE



Workshop

Cyber Security



Course Description

This workshop provides a practical insight into the key information security and cyber risk management strategies that are applicable to retailers. The session will provide valuable insights into the best practices that retailers need to follow to protect their business from cyber threats.

This practical workshop focuses on identifying information security priorities, how to conduct a cyber security risk assessment, gap analysis and much more.

The content covered can be tailored to address cyber security concerns relating to your business and to the retail role.

Key Themes

- » Developing an information security strategy
- » Conducting an information security audit
- » Developing an IT risk assessment
- » Information security controls
- » Data protection principles
- » Building resilience in IT
- » Breach and incident management

Who it's for



Managers, Security Personnel,
IT Specialists

Duration



1 Day

Delivery



Online OR In-Person

Cost



For Groups up to 20:

- » Online: €900
- » Classroom (Company Venue): €1,100

TO BOOK THIS WORKSHOP

Email Theresa.gallagher@ibec.ie

For more information:
Scan the QR CODE



Workshop

Protecting your Business Against Defamation



Course Description

In today's litigious society, retailers must have the confidence to handle difficult situations on the shop floor in order to avoid legal proceedings and protect their brand.

This online workshop will equip retailers with the skills to handle challenging situations confidently. It covers a range of topics, including dealing with shoplifters, managing returns, handling card declines, detecting suspected counterfeit goods, approaching customers, and more.

The content covered can be tailored to address defamation concerns relating to your business and to the retail role.

Key Themes

- » The law and defamation
- » Common issues
- » Defences to defamation
- » Responding to EAS activations
- » Managing returns
- » Managing card declines
- » Approaching customers
- » The value of contemporaneous reporting

Who it's for



All Employees

Duration



2 Hours

Delivery



Online

Cost



- » Online: €450
(can facilitate groups of up to 70)

TO BOOK THIS WORKSHOP

Email Theresa.gallagher@ibec.ie

For more information:
Scan the QR CODE



Workshop

Personal Safety & Situational Awareness



Course Description

Equip your employees with the necessary skills to handle difficult situations that may arise in an everyday retail setting. This practical workshop will prepare them in advance for potentially threatening or dangerous encounters, and teach them how to resolve such situations confidently and safely.

The content covered can be tailored to address your employee personal safety concerns.

Key Themes

- » Key legislation
- » Stages of escalation
- » Recognising behaviour
- » Risk assessments
- » Communication skills
- » Maintaining personal control
- » Improving personal defences
- » Personal safety

Who it's for



All Employees

Duration



Half Day

Delivery



Online OR In-Person

Cost



- » Online: €450
(can facilitate groups of up to 70)
- » Classroom: €600
(Company Venue, Groups up to 20)

TO BOOK THIS WORKSHOP

Email Theresa.gallagher@ibec.ie

For more information:
Scan the QR CODE



Workshop

Retail Customer Experience



Course Description

Developing customer service skills is crucial for employees to perform effectively in a retail organisation. The aim of this workshop is to provide both practical and theoretical knowledge of customer service skills that are essential in any retail environment.

The workshop focuses on a range of workplace-oriented skills that are associated with excellent customer experience.

The content covered can be tailored to address your retail customer experience requirements and to the retail role.

Key Themes

- » Understanding customer expectations
- » Establishing and measuring customer satisfaction and loyalty
- » Linking customer service and sales
- » The importance of good complaint handling
- » Communication
- » Behaviour and thinking styles
- » Putting it all into action

Who it's for



All Employees

Duration



1 Day

Delivery



Online OR In-Person

Cost



For Groups up to 20:

- » Online: €900
- » Classroom (Company Venue): €1,100

TO BOOK THIS WORKSHOP

Email Theresa.gallagher@ibec.ie

For more information:
Scan the QR CODE



Workshop

Retail Supervision



Course Description

This two-day workshop provides a comprehensive insight into the core skills, knowledge and competencies required to supervise in a wide range of retail environments. The workshop is designed to be practical and interactive featuring workplace tasks, peer learning, best practice scenarios, and real-life learning examples. This workshop will help current and aspiring retail supervisors and managers to capture the skills required to succeed in their roles.

The workshop is structured to cover a wide range of supervisory skills, including leadership, communication, team management, performance evaluation, conflict resolution, and more. By the end of the workshop, participants will have gained practical knowledge and skills that can be applied to their role.

The content can be customised to align with your organisation's specific people management needs.

Key Themes

- » Leadership - Introduction to supervision
- » Introduction to teams
- » Managing conflict
- » Employee motivation
- » Delegation at work
- » Business planning and organising

Who it's for



Current or Aspiring Supervisors or Team Leaders

Duration



2 Days

Delivery



Online OR In-Person

Cost



For Groups up to 20:

- » Online: €1,800
- » Classroom (Company Venue): €2,200

TO BOOK THIS WORKSHOP

Email Theresa.gallagher@ibec.ie

For more information:
Scan the QR CODE



Workshop

Performance Management



Course Description

This workshop introduces performance management as an effective process to support business and employee performance. The aim of this workshop is to give retailers the necessary insight and confidence to overcome the challenges of performance management.

The workshop will develop retail teams and key staff to take ownership and responsibility towards achieving organisational goals. By the end of the 1-day workshop, participants will be equipped with practical knowledge and skills that can be applied to their role in retail. They will have the confidence to set objectives, provide feedback, conduct performance evaluations, and develop action plans to improve performance.

The content covered can be tailored to address your organisation's performance management requirements and to the retail role.

Key Themes

- » Understand what performance management is and how it impacts the business
- » Identify your key business performance objectives
- » Discuss the different integral elements of performance management
- » Introduce 'coaching' as a method of feedback delivery and steps a manager can utilise in managing underperforming employees

Who it's for



Current or Aspiring Supervisors, Managers

Duration



1 Day

Delivery



Online OR In-Person

Cost



For Groups up to 20:

- » Online: €900
- » Classroom (Company Venue): €1,100

TO BOOK THIS WORKSHOP

Email Theresa.gallagher@ibec.ie

For more information:
Scan the QR CODE



Workshop

Managing Talent Acquisition and Onboarding



Course Description

Talent Management is key in retail. This workshop will focus on strategies for recruitment, selection, on-boarding and ways to keep talent committed to your business. It provides a practical step by step learning experience for managers and how to best achieve success in navigating the employee lifecycle.

This engaging workshop combines the latest data and best practices that can be adopted to optimise the key stages of the employee lifecycle and uses group exercises to deliver a positive and enjoyable learning experience. By the end of the workshop, participants will have gained practical knowledge and skills that can be applied to their role in employee recruitment, onboarding and retention.

The content can be tailored to match your organisation's requirements for managing talent and to the retail role.

Key Themes

- » Talent Acquisition Planning & Management
- » Employer Branding
- » Recruitment & Selection Process
- » Onboarding & Probation
- » Succession Planning
- » Retention

Who it's for



HR Personnel, Managers, Supervisors

Duration



1 Day

Delivery



Online OR In-Person

Cost



For Groups up to 20:

- » Online: €900
- » Classroom (Company Venue): €1,100

TO BOOK THIS WORKSHOP

Email Theresa.gallagher@ibec.ie

For more information:
Scan the QR CODE



Workplace Conflict Resolution



Course Description

Managing conflict within the workplace is becoming an increasingly complex and time-consuming issue for retailers due to several factors;

- » It disrupts the flow of activity
- » Diverts energy from work & wastes resources
- » Creates an unhealthy environment
- » Causes friction within teams
- » Leads to confusion

This workshop provides a safe space for participants to understand the science of conflict, to discuss the effect of workplace conflict and to develop practical skills to confidently identify and apply suitable resolution techniques.

It combines theory with a practical approach that applies to real workplace situations with engaging group exercises to help ensure a positive and enjoyable learning experience.

The content can be tailored to address workplace conflict concerns within your organisation and to the retail role.

Key Themes

- » Understanding Workplace Conflict; the Causes & Symptoms
- » Identifying Patterns of Conflict in Teams
- » Techniques to Consider when Managing Conflict in the Workplace
- » Reviewing Conflict Issues and their Resolutions

Who it's for



HR Personnel, Managers, Supervisors

Duration



1 Day

Delivery



Online OR In-Person

Cost



For Groups up to 20:

- » Online: €900
- » Classroom (Company Venue): €1,100

TO BOOK THIS WORKSHOP

Email Theresa.gallagher@ibec.ie

For more information:
Scan the QR CODE



Workplace Relations Commission (WRC) Inspections



Course Description

Is your company WRC Inspection ready?

A recent WRC report revealed that, out of over 5,000 retail employers inspected, 36% were found to be in violation of employment legislation, resulting in more than €1.2 million in unpaid wages. Companies that fail to comply with regulations may face substantial reputational damage, along with increased costs, regulatory burdens and disruptions to their operations.

To ensure compliance and readiness for an unexpected WRC inspection, organisations must regularly review and update their policies, procedures, and practices. By staying prepared, retailers can not only enhance their company's overall operational effectiveness but ensure they are operating to the highest standards of fairness and accountability.

The content can be tailored to address your organisation's particular concerns in relation to WRC Inspections.

Key Themes

The goal of this workshop is to help employers enhance their understanding of statutory obligations and prepare for the possibility of an unannounced inspection.

This workshop will guide participants through what WRC inspections typically involve, the required records that must be maintained, how to prepare and the steps that can be taken to achieve ongoing compliance with employment legislation.

Who it's for



HR Personnel, Managers, Supervisors

Duration



Half Day

Delivery



Online OR In-Person

Cost



For Groups up to 20:

- » Online: €450
- » Classroom (Company Venue): €600

TO BOOK THIS WORKSHOP

Email Theresa.gallagher@ibec.ie

For more information:
Scan the QR CODE



Workshop

Managing Absenteeism



Course Description

The primary objective of this workshop is to assist in establishing a workplace culture that reduces the possibility of absenteeism by efficiently and proactively managing employee attendance. This workshop helps participants promote positive employee engagement throughout their organisation.

The content covered can be tailored to address organisational absenteeism concerns.

Key Themes

- » The importance of policy and process in managing absence
- » Impact of poor attendance and time keeping on the bottom line
- » Recognising the different types of and reasons for absenteeism
- » Clear, consistent communication, accurate information and expectations in relation to attendance at work
- » Effective monitoring during probation
- » Ongoing attendance monitoring: time keeping & attendance, clocking procedures and regular reviews
- » Implementation of Absence Notification Policy
- » Record keeping: Recording all absences and medical certification
- » Conducting effective Return to Work interviews/meetings
- » Long term absence and role of independent occupational health opinion
- » Understanding the statutory sick pay obligations

Who it's for



HR Personnel, Managers, Supervisors

Duration



1 Day

Delivery



Online OR In-Person

Cost



For Groups up to 20:

- » Online: €900
- » Classroom (Company Venue): €1,100

TO BOOK THIS WORKSHOP

Email Theresa.gallagher@ibec.ie

For more information:
Scan the QR CODE



Workshop

Transformational Leadership



Course Description

This two-day workshop is a transformative journey of personal and professional growth, designed to equip participants with the confidence and skills to lead in dynamic and challenging environments. Facilitated by two engaging leaders, the workshop fosters a supportive and interactive learning environment, combining active involvement with a focus on achieving meaningful outcomes.

Participants will celebrate their existing strengths, identify areas for development, and create a personalised action plan to achieve their leadership goals. Through reflection and skill-building, they will gain the motivation, self-awareness, and tools needed to drive both personal and business success.

The workshop content can be tailored to match your organisation's leadership goals and to the retail role.

Key Themes

- » Growth Mindset
- » Self-Awareness & Reflection
- » Building Positive Relationships
- » Confidence
- » Management vs Leadership
- » Coaching & Mentoring
- » Effective Feedback
- » Overcoming Obstacles
- » Time Management & Delegation
- » Conflict Management
- » Motivation
- » Goal Setting
- » Personal/Professional Action Plan

Who it's for



HR Personnel, Managers, Supervisors

Duration



2 Days

Delivery



Online OR In-Person

Cost



For Groups up to 20:

- » Online: €2,600
- » Classroom (Company Venue): €3,000

TO BOOK THIS WORKSHOP

Email Theresa.gallagher@ibec.ie

For more information:
Scan the QR CODE



Workshop

Building Personal Resilience



Course Description

This dynamic, one-day workshop, facilitated by two experienced leaders, equips participants with the skills to build their personal resilience and reframe adversity with confidence. Through practical advice, key resilience tools, and a focus on personal growth, participants will identify the skills most relevant to them and develop tailored action plans.

By investing in this workshop, participants will gain practical strategies to effectively manage challenges.

The content can be tailored to address organisational needs and to the retail role.

Key Themes

- » What is resilience and the benefits of improving resilience
- » What is a resilient mindset and how to build it
- » Reframing our thoughts to build resilience
- » Controlling the controllables
- » Tools to build resilience
- » Identify internal and external resources for facing challenges
- » Build a personal toolkit to improve resilience together with the desire to grow

Who it's for



All Employees

Duration



1 Day

Delivery



Online OR In-Person

Cost



For Groups up to 20:

- » Online: €1,300
- » Classroom (Company Venue): €1,500

TO BOOK THIS WORKSHOP

Email Theresa.gallagher@ibec.ie

For more information:
Scan the QR CODE



Workshop

Shaping Your Future – Finding Balance

Course Description

This one-day workshop is designed to help participants step out of autopilot mode and gain clarity on the key areas of their life that may be out of balance. It offers a structured approach to assessing the current life situation and refocusing on what matters most, while providing tools for personal and professional growth. The ultimate aim is to help participants find balance for improved well-being and happiness while encouraging career development.

Using the Life Balance Wheel, a proven coaching tool, the workshop facilitates reflection, assessment, and goal setting. It empowers participants to take a 'helicopter view' of their life, identify areas needing attention, and create an actionable plan for achieving balance. Following the session, participants will be encouraged to regularly revisit and reassess their Life Balance Wheel to maintain ongoing clarity and focus.

Facilitated by two experts, this interactive workshop provides the tools and strategies necessary for creating lasting balance and fulfilment.

The content can be tailored to address specific needs for your organisation and to the retail role.

Key Themes

- » The importance of balancing life while pursuing personal and professional goals
- » Identifying the 8 key areas of life that matter most
- » Drawing and using the personal Life Balance Wheel for increased self-awareness
- » Setting SMART goals to enhance well-being and happiness
- » Building confidence to take meaningful action and follow through
- » Creating a framework for sustained clarity and direction in life



Who it's for



All Employees

Duration



1 Day

Delivery



Online OR In-Person

Cost



For Groups up to 20:

- » Online: €1,300
- » Classroom (Company Venue): €1,500

TO BOOK THIS WORKSHOP

Email Theresa.gallagher@ibec.ie

For more information:
Scan the QR CODE



Workshop

Practical Employment Law



Course Description

This comprehensive one-day workshop is designed to help retailers navigate employment law with confidence and ease. With a focus on key areas of Employment Law, participants will gain a practical understanding of legal compliance and best practices.

This includes understanding the recruitment process, managing employee contracts and terminations, and complying with regulations related to pay and benefits. By investing in this programme, retailers can ensure that their organisation is operating in a legally compliant and ethical manner, while also fostering a positive workplace culture that values and supports their employees.

The content can be tailored to address organisational needs and to the retail role.

Key Themes

- » To gain a practical knowledge of the employment law affecting employers in the retail sector
- » Raise awareness and understanding of the responsibilities of employers
- » Enhance compliance & best practice in employment law
- » Know where to access further relevant information
- » Know what to expect from a WRC audit

Who it's for



HR Personnel, Managers, Supervisors

Duration



1 Day

Delivery



Online OR In-Person

Cost



For Groups up to 20:

- » Online: €900
- » Classroom (Company Venue): €1,100

TO BOOK THIS WORKSHOP

Email Theresa.gallagher@ibec.ie

For more information:
Scan the QR CODE



Workshop

Coaching and Mentoring



Course Description

This workshop is a must for Retail Supervisors, as it provides them with advanced coaching and mentoring skills that are essential for effective team management, employee retention, engagement, and leadership. This workshop is designed to address the many challenges faced by Retail Supervisors in maximising team performance and is supported with evidence-based insights. Through focusing on real-world applications and triad sessions, participants can easily apply their learnings and foster ongoing development in diverse settings, creating a lasting impact beyond this workshop. By learning coaching and mentoring skills, supervisors will enhance employee learning and engagement as well as building and strengthening their leadership capabilities.

Focused on real-world examples from the retail sector, this workshop provides participants with the tools and skills necessary to elevate their supervisory and managerial skills and make a significant impact on those around them using high-quality, impactful coaching and mentoring.

The content can be tailored to address organisational needs and to the retail role.

Key Themes

- » Advanced coaching and mentoring to enhance leadership capabilities
- » Core concepts and the value of coaching and mentoring in achieving supervisory and organisational goals
- » Practical case studies and theory to build engagement, rapport, active listening, effective questioning, and quality feedback
- » Retail-based scenarios and triad practice for hands-on skill development
- » Overcoming personal challenges to prepare for real-world applications
- » Integration of the WEGROW model with the “Big 4” key skills for immediate implementation

Who it's for



Managers, Supervisors

Duration



2 Days

Delivery



Classroom

Cost



For Groups up to 20:

- » Classroom (Company Venue): €2,200

TO BOOK THIS WORKSHOP

Email Theresa.gallagher@ibec.ie

For more information:
Scan the QR CODE



Workshop

Canva for Business (Beginner to Advanced)

Course Description

In today's fast-paced business world, it's important to have the right tools to create eye-catching visual content. Canva is a popular platform that allows users to design graphics for a wide range of purposes, from social media posts to logos. It's an affordable and increasingly essential tool for businesses that want to create their own media in-house.

Key Themes

The course runs over 3 dedicated 2.5-hour workshops. Individuals can attend all 3 workshops or select from the workshops suited to their level.

Beginners

- » Navigating the Canva ecosystem
- » Working with colours & developing a brand kit
- » Creating a design from scratch
- » Using text with real effect
- » Exploring templates
- » Uploading your own content to Canva

Intermediate

- » How to create a month of social media posts in 10 minutes...yes, really!
- » Keywords in Canva - the hidden gems they don't tell you about
- » Presentations - how Canva is ending boring presentations forever!
- » Level up your digital marketing with a step-by-step creation of a video ad for Instagram / Facebook / LinkedIn

Advanced

- » Visually plan your Instagram feed & schedule content to all your social media accounts
- » Organise & present multiple files seamlessly using folders
- » Video editing - create a professional video with: B-roll, Titles & text overlay, YouTube intro & outro slides, Overlaying music
- » Website design



Who it's for



Digital Team, Marketing Team,
Individuals interested in graphic design

Duration



3 x 2.5 Hr sessions OR individual
sessions depending on level

Delivery



Online

Cost



- » €40 Beginner Workshop
- » €40 Intermediate Workshop
- » €40 Advanced Workshop

TO BOOK THIS WORKSHOP

Email Theresa.gallagher@ibec.ie
or check out our website for scheduled workshop dates.

For more information:
Scan the QR CODE



Workshop

Email Marketing



Course Description

Email marketing is an essential tool for businesses to develop and enhance relationships with their customers, drive sales, and ultimately, boost their bottom line. However, amidst the current unpredictability and saturation of social media for businesses, it has become more challenging to stand out and attract customers.

Key Themes

The course is designed to run over 3 dedicated training sessions of 2.5 hours each. However, it is also available as a stand-alone, single units.

Understanding Email Marketing Fundamentals

- » Introduction to Email Marketing
- » Creating Compelling Email Content
- » Creating Customer Personas
- » Building an Email List
- » Email Marketing Analytics

Email Campaign Planning and Execution

- » Email Campaign Planning
- » Email Campaign Optimisation
- » Example email campaigns and optimisation
- » Selecting the best email provider with some examples of pro's & con's of leading providers

Advanced Email Marketing Strategies

- » Advanced Email Marketing Strategies
- » Email Deliverability
- » Segmentation and Personalisation
- » Breakout session: Group activity to brainstorm and discuss segmentation and personalisation strategies
- » Email Automation
- » Technical set-up: SPF, DKIM and DMARC records

Who it's for



Digital Team, Marketing Team,
Individuals interested in email marketing

Duration



3 x 2.5 Hr sessions

Delivery



Online

Cost



Understanding Email Marketing Fundamentals	€40
Email Campaign Planning and Execution	€40
Advanced Email Marketing Strategies	€40

TO BOOK THIS WORKSHOP

Email Theresa.gallagher@ibec.ie

For more information:
Scan the QR CODE



E-Learning

On-Demand E-Learning Courses



What We Offer

Our e-learning courses enable essential retail colleagues in your organisation to upskill at their own pace. They are an ideal option for onboarding new team members or ensuring consistent standards across all employees or specific groups. Our courses are easy to use, with no time constraints on completion, allowing participants to learn at their own pace.



Upon completion, participants receive a Retail Ireland Skillnet Certificate of Achievement, which can be a valuable addition to their professional credentials.

Cost



- » Individual Learners: €29 per course for an individual learner
- » Larger Groups/Portal Users: There is a significant decrease in the cost per learner. The price is based on courses and number of employees.

Courses Available

Retail Customer Service

5 hours

Safety and Health in Retail

4 hours

Retail Selling Skills

4 hours and 50 mins

Retail Security

4 hours

Retail Math Fundamentals

4 hours

Video Production for your Business

1 hour and 20 mins



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Who To Contact?



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- » Enquiries from New Retail Employers

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