

2026

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 suite of retail training and education programmes for 2026. 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: 087 459 9729

Contents

APPRENTICESHIP

Apprenticeship in Retail Supervision	1
--------------------------------------	---

OCCUPATIONAL TRAINING

Retail Practice Occupational Qualification – Level 5	3
--	---

DEGREE

Bachelor of Business in Retail Management Practice – Level 7	5
--	---

WORKSHOPS

Frontline Management	6
Retail Customer Experience	7
NEW Modern Retail Selling	8
NEW Visual Merchandising for Sales Success	9
Coaching and Mentoring	10
Retail Security & Loss Prevention	11
Cyber Security	12
Protecting your Business Against Defamation	13
Personal Safety & Situational Awareness	14
Performance Management	15
NEW High Performing Teams	16
NEW Leading and Empowering Teams Effectively	17
Transformational Leadership	18
Managing Talent Acquisition and Onboarding	19
Managing Absenteeism	20
Practical Employment Law	21
Workplace Relations Commission (WRC) Inspections	22
Workplace Conflict Resolution	23
Building Personal Resilience	24

E-LEARNING

On-Demand E-Learning Courses	25
------------------------------	----

CONTACTS

Who To Contact?	26
-----------------	----

Apprenticeship in Retail Supervision

LEVEL 6



What is the Apprenticeship in Retail Supervision?

The Apprenticeship in Retail Supervision is Ireland's flagship retail training programme. It enables your high-potential employees to earn a qualification while working full-time, equipping them with the essential retail skills to transition into supervisory and management roles.

How it Works

- » Employees continue to work full-time and attend college just 24 days per year.
- » Scheduled during retail-friendly dates and in blocks to minimise disruption.
- » Delivered in Dublin, Galway and Cork, retail employees from every county in Ireland have completed the programme.
- » Free of charge to register, with a €4,000 employer's grant available for each apprentice.
- » Modern, industry-specific 2-year programme leading to a QQI Level 6 Major Award.

Who's it for



- » **Aspiring Supervisors/Managers:** Identifying and fast-tracking high-potential staff into their first management role.
- » **Existing Leaders:** Formalising the experience of current supervisors and managers with a recognised professional qualification.
- » **Building Talent Pipeline:** Retailers focused on reducing external recruitment costs and building a sustainable internal talent pipeline.

Cost



FREE - There are no fees for employers to register employees as apprentices, and a €4,000 employers grant is available for each apprentice enrolled in the programme

Duration



2-year programme; Apprentices attend classes 24 days per year. (14 days in-person and 10 days online).

Delivery



The programme combines learning in the workplace with classroom, online and independent learning

Entry Requirements



- » 18 years +
- » Leaving certificate / Full level 5 qualification
- » Currently working in retail

Location



Choice of Dublin, Galway and Cork

When



One intake each September

€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.

The Employer Grant is paid to employers in 4 x €1,000 instalments over the two-year period of the 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

- » Omnichannel 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*

Employer Commitment

- » **Identify** a suitable candidate within your organisation.
- » **Appoint** a suitable Workplace Mentor within your organisation to support the apprentice over the two-year programme.
- » **Allow** the apprentice time off from work to attend the scheduled classroom delivery sessions over the two years of the programme: 24 days in Year 1 and 24 days in Year 2.
- » **Provide** the apprentice with opportunities in the workplace to test and implement learning.
- » **Commit** to supporting employer-related costs such as a laptop, accommodation, travel, and college days.

Employer Benefits

- » **Continuous Business Improvement** - Each module includes practical workplace tasks that require the apprentice to analyse different business areas. This brings a fresh perspective to your operations, supporting meaningful change and driving innovation through “real-world” business improvement projects.
- » **Develop Talent & Excellence** - Recognise talented individuals working in your business by giving them an opportunity to develop new skills and competencies so they can succeed in your business.
- » **Cost of the Apprenticeship** - It's FREE! There are no fees for employers to register employees as apprentices, and a €4,000 employers grant is available for each apprentice enrolled in the programme.
- » **Create Career Pathway** - Establish a clear career progression route to attract and retain talented individuals in your business.
- » **Professional Qualification** - Apprentices obtain current, up-to-date retail training, building wide-ranging expertise through practical, real-world learning, leading to a QQI Level 6 Major Award.
- » **Minimal Disruption** - Classes are strategically scheduled on retail-friendly dates to minimise workplace disruption.

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 083 352 7277



The Learner's Journey

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

Adoption



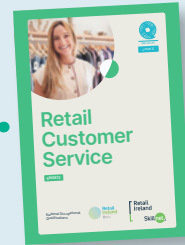
Company identifies preferred modules and learning plan

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 centred 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.

Upon successful completion of this Level 7 Degree, learners will have the opportunity to progress to the Level 8 Honours Degree in Retail Management Practice.

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



3-year programme - 19 days per year (12 classroom and 7 online)

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 (Subject to numbers)

Cost



€1,450 per year

FOR MORE INFORMATION

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



Workshop

Frontline Management



Course Description

This two-day workshop provides a comprehensive insight into the core skills, knowledge and competencies required to manage in a wide range of retail environments. It 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 management 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

- » Introduction to Leadership
- » Managing teams
- » Employee motivation
- » Managing conflict
- » Delegation at work
- » Business planning and organising
- » Building resilience in IT
- » Breach and incident management

Who it's for



Managers, Supervisors

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

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



Modern Retail Selling

Course Description

This workshop brings together core retail sales skills with ethical, customer-focused upselling techniques. Designed for retail teams and supervisors, it develops confidence in selling through genuine connection, smart questioning and relevant product recommendations without pressure or pushy tactics.

Participants learn how to improve conversion, increase average transaction value and strengthen customer loyalty by focusing on service-led selling and meaningful product suggestions that add value to the customer experience.

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

Key Themes

- » The modern retail customer journey and what's changed
- » Selling vs upselling vs cross-selling
- » Building rapport and trust through conversation
- » Questioning, listening and reading customer cues
- » Timing, tone and language that builds confidence
- » Using product knowledge and storytelling
- » Overcoming objections naturally
- » Confident, pressure-free closing
- » Loyalty and long-term value
- » Everyday opportunities to increase transaction value



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



Visual Merchandising for Sales Success



Course Description

This workshop connects visual merchandising directly to sales performance and customer behaviour. Designed for retail teams, supervisors and store managers, it shows how layout, displays, signage and everyday standards shape the customer journey and influence buying decisions.

Participants will learn how to create visually strong, commercially effective merchandising that drives footfall, improves conversion and supports promotional goals, while maintaining high standards every day on the shop floor.

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

Key Themes

- » The link between merchandising, footfall and conversion
- » Customer flow, sightlines and decision points
- » Core merchandising principles: space, balance and hierarchy
- » Creating focal points, hotspots and impulse areas
- » Signage, messaging and price communication that sells
- » Retail standards and team responsibility
- » Seasonal and promotional planning
- » Quick wins and common merchandising mistakes

Who it's for



All Employees

Duration



1 Day

Delivery



Classroom

Cost



For Groups up to 20:

- » 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.

By integrating real-world retail examples with practical triad sessions, this workshop empowers supervisors to seamlessly translate coaching and mentoring theory into immediate, impactful action. Participants will not only elevate their managerial capabilities and leadership presence but also foster a culture of continuous development and heightened engagement within their teams. Ultimately, these high-quality communication skills ensure that the benefits of the training extend far beyond the classroom, creating a lasting positive influence in diverse retail settings.

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

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 method
- » 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



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

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



High Performing Teams

Course Description

This workshop is designed for managers and leaders who want to build, sustain, and lead high-performing teams in complex, high-pressure environments.

Drawing on real-world business and performance contexts, the programme focuses on how teams actually function under pressure – not just how they are supposed to function on paper. Participants will develop a clear understanding of the conditions that drive team performance, how breakdowns occur, and where leadership intervention has the greatest impact.

Through case studies, facilitated discussion, and applied exercises, participants will leave with a sharper diagnostic lens, practical actions they can take immediately, and a deeper understanding of their role in creating the conditions for sustained team performance.

The content can be tailored to address organisational needs.

Key Themes

- » Understanding what truly drives high performance in teams
- » Diagnosing team performance using a systems-based framework
- » The six domains of high-performing teams:
 - » Purpose & Motivation
 - » External Systems & Stakeholders
 - » Relationships & Shared Values
 - » Internal Systems & Processes
 - » The Learning Team
 - » The Critical Role of the Leader
- » Recognising performance patterns under pressure
- » Moving from fixing symptoms to addressing root causes
- » Creating psychological safety, clarity, and accountability
- » Leading effective conversations that strengthen team performance
- » Applying insights to participants' own teams for real-world impact



Who it's for



Senior Leaders, Managers, Supervisors, Owner-operators

Duration



2 Days

Delivery



Classroom

Cost



Classroom (Company Venue): €2,200

TO BOOK THIS WORKSHOP

Email Theresa.gallagher@ibec.ie

For more information:
Scan the QR CODE



Leading & Empowering Teams Effectively



Course Description

This two-day workshop is targeted at employers committed to developing their leadership team. Designed specifically to strengthen management capability, participants will develop a clearer understanding of the HR factors that influence operational performance.

Through case studies, facilitated discussion, and applied exercises, participants will gain the confidence to respond consistently and fairly in their role.

Informed by real life store challenges, the workshop provides a practical, accessible approach to employment legislation, absence management, and leadership behaviours that drive engagement and attendance.

Alongside this, participants will explore leadership techniques that best support a positive team culture, strengthen accountability, and enable employees to thrive in the workplace.

Participants will leave with the practical tools and insights required to create resilient high performing store teams.

The content can be tailored to address organisational needs.

Key Themes

- » Understanding the employee lifecycle
- » Strengthening the employee value proposition (EVP)
- » Providing an overview of core employment legislation
- » Exploring types and causes of absence
- » Practical skills for managing absence
- » Creating the conditions for high attendance
- » Managing conflict and challenging behaviours
- » Promoting wellbeing and managing self care

Who it's for



Store Owners, Managers, Team Leaders and all those in a leadership role.

Duration



2 Days

Delivery



Classroom

Cost



Classroom (Company Venue): €2,200

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

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



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: timekeeping & 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

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 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

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

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



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



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



Employer organisations can select from a wide range of individual or bundled e-learning courses. We offer significant tiered discounts based on the volume of courses purchased and the number of employees enrolling. For a bespoke quotation, please contact Theresa Gallagher at theresa.gallagher@ibec.ie.

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



Ready. Set. Learn!

Get Started with E-Learning...

Scan the QR code to visit our website for more information, or contact Theresa Gallagher Theresa.gallagher@ibec.ie or call 083 352 7277.



Who To Contact?



Theresa Gallagher

Retail Network Manager

- » Degree in Retail Management Practice
- » Workshops
- » E-Learning

CONTACT INFORMATION

E: Theresa.gallagher@ibec.ie
T: 083 352 7277



Roisin Woods

Apprenticeship in Retail Supervision Programme Manager

- » Apprenticeship in Retail Supervision

CONTACT INFORMATION

E: Roisin.woods@ibec.ie
T: 087 439 0087



Oran Doherty

Head of Retail Ireland Skillnet

- » Skills Audit & Training Roadmaps
- » Enquiries from New Retail Employers

CONTACT INFORMATION

E: Oran.doherty@ibec.ie
T: 087 459 9729

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 087 459 9729



Contact Retail Ireland Skillnet

Online: www.retailirelandskillnet.com

Telephone: 074 9176853

Email: info@retailirelandskillnet.com

Address: CoLab, Port Road, Letterkenny,
Co. Donegal, Ireland. F92 YD5A.

Find us, follow us, and stay up to date with the latest retail news and training programmes.

 [RetailIrelandSkillnet](https://www.facebook.com/RetailIrelandSkillnet)  [@RetailSkillnet](https://twitter.com/@RetailSkillnet)

 [@RetailIrelandSkillnet](https://www.instagram.com/@RetailIrelandSkillnet)  [Ibec Retail Skillnet](https://www.linkedin.com/company/ibec-Retail-Skillnet)



Retail Ireland



GENERATION APPRENTICESHIP
Sales | www.apprenticeship.ie



Retail Ireland Skillnet is co-funded by Skillnet Ireland and network companies. Skillnet Ireland is funded from the National Training Fund and the European Union through the Department of Further and Higher Education, Research, Innovation and Science.



Rialtas na hÉireann
Government of Ireland



Co-funded by
the European Union