

Skills4Retail Urgent Training:

Courses in Ireland



Co-funded by
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Reactive Training Objectives

To address urgent skill needs in the Retail sector after the Covid-19 pandemic and amid the digital and green transition, the Skills4Retail team has researched a reactive pathway comprising courses tailored to diverse roles within the retail sector.

With the support of several educational partners the reactive training aims at addressing immediate and emerging skill needs within the retail sector. These trainings focus on equipping workers with the necessary skills to adapt to changes brought about by the COVID-19 pandemic, as well as the ongoing green and digital transitions. By providing targeted training, the programme ensures that retail workers can continue to thrive and grow in their careers despite the disruptions and new demands posed by these significant shifts.

The resulting list features modules designed for:

- Existing Retail Staff,
- New junior positions in E-commerce, and
- New junior positions in Retail,

each developed to address specific skill sets essential for success within these roles. In Ireland, we collaborate with **20FIFTY PARTNERS** and **Retail Ireland Skillnet** to offer the following courses:

- Green Skills in Retail
- Human Skills

All courses are delivered online through asynchronous learning from September to December.

Green Skills in Retail



20FIFTY



English



2,5 hours



Course Overview

Embark on a transformative journey into sustainable retail with our **Green Skills in Retail course**, proudly presented by **20FIFTY Partners**.

This dynamic programme is tailored to **equip individuals within the retail sector with the expertise needed to implement environmentally conscious practices effectively**. Through a comprehensive curriculum, you will delve into key sustainability concepts, including energy management, water conservation, sustainable sourcing, waste reduction, and sustainable packaging.

Drawing from real-world examples from leading retailers, both global giants and local champions, upon completion of the course, you will gain practical insights into successful sustainability initiatives and will emerge with a profound understanding of the critical role environmental sustainability plays in the retail landscape.

Course Details

Course Details

- Understand Key Sustainability Concepts in Retail
- Recognize the Impact of Sustainable Practices
- Learn to Implement Energy Efficiency Measures
- Apply Water Conservation Techniques
- Adopt Sustainable Sourcing and Procurement Practices
- Develop Waste Reduction Strategies
- Engage Employees and Customers in Sustainability
- Analyze Real-World Examples of Sustainability in Retail

Target Audience:

- Existing Retail Staff
- New junior positions in E-commerce
- New junior positions in Retail

Training Method

- Online / Asynchronous Learning starting In September

Human Skills



Retail Ireland Skillnet



English



6 hours



Course Overview

Elevate your retail career with the **Human Skills** course, designed by **Retail Ireland Skillnet** to enhance both **selling and customer service skills**.

Learn the eight steps of selling, improve your product knowledge, and understand the importance of retail ethics. Gain expertise in making sales, online selling techniques, handling payments, managing difficult situations, and processing refunds. The course focuses on improving customer loyalty and understanding legal responsibilities.

In customer service, you will discover the principles of good customer service and how to implement them both internally and externally. Master the use of body language, resolve customer complaints effectively, and measure customer satisfaction to improve business operations. Learn to conduct customer surveys, act on their results, and comply with consumer legislation. This course equips you with the skills to implement positive changes in your retail environment.

Course Details

Modules Included

Selling Skills for Retail

- The eight steps of selling
- Improving product knowledge
- Retail ethics
- Making a sale
- Online selling techniques
- Handling payments
- Dealing with difficult situations
- Handling refunds
- Improving customer loyalty
- Legal responsibilities

Customer Service for Retail

- Principles of good customer service
- Implementing customer service
- Internal & external customer service
- Body language
- Resolving customer complaints
- Measuring customer satisfaction
- Improving business operations
- Customer surveys
- Acting on results from customer surveys
- Consumer legislation
- Implementing change

Target Audience:

- Existing Retail Staff
- New junior positions in E-commerce
- New junior positions in Retail

Training Method

- Online / Asynchronous Learning starting In September