

## About the Skillnet

The ICOS Skillnet is a network of member co-operatives nationwide. Members use the network to avail of grant-assisted training and networking opportunities for their owners, managers and staff. We believe that members need to improve the skills of their workforce if they are to grow and be successful in today's business environment. The ICOS Skillnets application under the Skillnets Training Networks Programme 2014/2015 has been successful and grant aid for 2014 has been secured. The network's long term strategy is to continue in supporting the co-op and agri-business sectors in meeting their training & development needs to sustain competitiveness and growth for the sectors.



### The aims of the programme are:

- To provide industry specific, customised and most relevant training to the member companies in order to improve their competitiveness.
- To promote training as a viable strategic tool.
- To improve the quality of training and development activities and provide real opportunities to employees of the member companies.
- To assist in creating a long term future for co-operative businesses in rural areas.
- To contribute to the up-skilling of the unemployed.

### A Range of Our Programmes

#### General Training & Human Resources

1. Managing People
2. Coaching & Mentoring
3. Understanding Responsible Workplace Behaviour
4. Equality & Diversity
5. Bullying & Harassment
6. Human Resource Management
7. Performance Management
8. High Performance Feedback
9. The Secret Life of Groups – Coaching for work performance
10. Conflict Resolution
11. Interview Skills for the Interviewer

#### Leadership & Management Training

12. Dairy Co-Operative Director Training
13. Diploma in Corporate Direction (Food Business)
14. Supervisory Management
15. Management Development
16. Mart Director Training

#### Retail Training

17. Retailer & Supplier Negotiations
18. Retail Skills Management
19. Merchandising Techniques
20. Advanced Merchandising
21. Retail Sales
22. Retail Security
23. Consumer Law for Retailers

#### Sales & Customer Service Training

24. "You Are The Difference" – Customer Care Training
25. Effective Selling Skills
26. Communicating to Influence
27. Sales Reps Training

#### Finance Training

28. Finance for Non-Financial Managers
29. Credit & Debt Control
30. Stock & Cost Control



## Other Programmes Include

### Safety / Security Training

31. Health & Safety Awareness for Staff
32. Health & Safety Awareness for Supervisors & Managers
33. Security Awareness
34. Confined Space
35. MEWP
36. S.A.F.E.D Driver Training
37. Breathing Apparatus
38. Hoist Training
39. LOTO Hot-Works
40. Chemical Safety Awareness
41. Forklift Training
42. Pallet Truck
43. Basic Food Hygiene & HACCP
44. Occupational First Aid & Refresher
45. Emergency Response Team (ERT)
46. Risk & Safety Management
47. BRC Global Food Safety Standards
48. Fire Awareness / Fire Warden Training

### IT Skills Training

49. Online MS Excel Levels 1 and 2
50. MS Word – Levels 1-3
51. MS Excel – Levels 1-3
52. MS PowerPoint – Levels 1-2
53. Internet & Email
54. Digital Skills “I-Can-Do”

### Technical Skills Training

55. Casein Processing
56. Membrane Filtration Processing
57. Evaporation
58. Spray Drying
59. Understanding Dairy Process Components & Principles
60. Understanding Milk & Milk Products
61. Milk Pasteurisation & Separation
62. Energy Management
63. Livestock Management – Drover Training
64. Livestock Auctioneering

### Technical Skills Training

65. Good Manufacturing Practices
66. Responsible Persons for the Issuing of Animal Remedies
67. Dairy Science Training
68. Milking Machine Technicians Training & Refresher
69. Development, Implementation & Verification Processes
70. IOSH Explosive Management
71. Pesticide Training

*For more detailed information on courses, please contact us for a full Brochure*

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