



Programme Prospectus
&
Preferred Supplier Listing



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 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 ICOS Skillnet is funded by member companies and the Training Networks Programme, an initiative of Skillnets funded from the National Training Fund through the Department of Education & Skills.

www.icoskillnet.ie



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Billy Goodburn

Head of Learning & Development

Direct Line: 01 6131349

Mobile: 087 1265542

Email: billy.goodburn@icos.ie

Biography:

Billy is the Head of Learning & Development and has overall responsibility for the training function, with a specific responsibility for the development of a training regime, which ensures that the training needs of the industry are identified and met in line with the country's National Skills Strategy. He has also been an integral player in the drive to raise the standards across the sector through his involvement in the development of industry specific training initiatives and participation on the Expert Group for Future Skills Needs.

Billy has chaired a number of groups and is a key figure in industry as a representative to various bodies including Educators, Social Partners, Industry Sectors, Regulators, Government Ministerial Offices, Trade Associations, Funding Agencies, and Standards Development at both national and international levels

With over 20 years' experience in Industry he brings a wealth of knowledge and expertise which ensures the highest level of quality in the services provided.



Breeda Flood

ICOS Skillnet Project Coordinator

Direct Line: 01 6131348

Email: breeda.flood@icos.ie

Biography:

Breeda Flood is the ICOS Skillnet Project Co-ordinator responsible for the co-ordination of training and events, finance, budgeting and customer relationship management. She has worked in the training wing of ICOS since 2006 and has been involved from inception with the ICOS Skillnet. She is secretary of the ICOS Skillnet Steering Group and plays an integral role in strategy, planning and implementation of training initiatives for ICOS Learning & Development.

Her background prior to working for ICOS was in advertising, marketing, finance and event management. Her entrepreneurial expertise is evident through her successful ownership of an event management company with clients including Diageo, Nestle, Chanel and L'Oréal. She has international experience in the Irish, UK and South African business sectors.



Iulia Matei

ICOS Skillnet Project Administrator

Direct Line: 01 6131349

Email: iulia.matei@icos.ie

Biography:

Iulia Matei is the ICOS Skillnet Administrator responsible for managing all training records, circulation of relevant documentation to training suppliers, venue bookings, issuing and distribution of certificates, managing online training, updating social media, administration of the ICOS Skillnet website and production of the Skills-Link Newsletter and other publications.

Iulia has a Graduate Diploma in Management and holds a Certificate in Human Resources Management. Prior to working for ICOS she worked in various roles including Recruitment/HR Administrator, Contracts Monitoring & Exits Administrator and Training Administrator. Iulia joined the learning and development team in 2016 and plays a central role in the training wing of ICOS.

ICOS Skillnet promotes **FREE** online learning through our online learning platform to further enhance learning opportunities for our member co-operatives.

Programmes, currently available on the platform include:

1. *Understanding Health & Safety in the Irish Workplace*
2. *Understanding Customer Service in Ireland*
3. *Negotiation Skills*
4. *Effect Communications in the Workplace*
5. *Time Management*
6. *Team Leading Skills*
7. *Conflict Resolution*
8. *Interview Preparation*
9. *CV Preparation*
10. *Start Your Own Business*
11. *Emergency Response Training*
12. *General Security in Aviation Training (GSAT)*
13. *Basic Fire Safety Awareness*
14. *Introduction to Retail Security*
15. *Microsoft Office Excel – Levels 1-3 (beginner, Intermediate & advanced)*

Currently we are offering **FREE PLACES** to our co-operatives members, on any of our online courses as part of a continuous professional development programme for the sector.

To avail of this offer, just contact Billy or Breeda on 01-6131348 or email billy.goodburn@icos.ie



*Tell me and I'll forget. Teach me and I'll remember.
Involve me and I'll learn.*

Benjamin Franklin

Company Name

2e Technical Development Ltd



Company Biography

Established in 2010 by Dr. John Tuohy (formerly General Manager of Moorepark Technology Ltd and Principal Research Officer, Teagasc Food Research Centre, Moorepark), 2e Technical Development Ltd (2eTD) provides R&D Outsourcing, Innovation Management, Technical Training/Mentoring and Consultancy services to leading domestic and international companies in the Dairy, Food and Bio-processing industry sectors.

Key trainers

Dr. John Touhy

Courses provided by the organisation

- 1. Introduction to Milk Processing*
- 2. Unit Operations in Dairy Technology*
- 3. Introduction to Open Innovation*
- 4. Customised courses in Dairy Technology*

Company Name

Call Focus



Company Biography

Call Focus was set up in 1999 by Karen Sommerville, offering a wealth of experience in many areas of communications, sales, customer service & business etiquette training, having accumulated over 30 years' experience working with a wide range of industry sectors, leading business associations and Skillnet groups.

As a sole trader, Karen is in a unique position to offer clients training that can be customised to suit their exact needs. This starts from taking the brief, to the design and preparation right through to the delivery of training and post evaluation. As a result, Call Focus is able to very effectively measure and evaluate the effects of the learning in great detail. This in turn allows Call Focus to constantly update workshops based on customer's reaction and feedback. Karen regularly receives 85% on her workshops.

Key trainers

Karen Sommerville

Courses provided by the organisation

Sales training

- 1. Sales planning & lead generation*
- 2. Sales – the Art of Selling*
- 3. Cold calling & appointment setting skills*
- 4. Effective telephone sales techniques*
- 5. Proactive telephone sales*
- 6. Handling Inbound Sales Enquiries and Bookings*
- 7. Making the most of your contacts*
- 8. Retail Sales Skills*



Customer service training

- 1. Delivering essential customer service skills*
- 2. Customer service & complaint handling*
- 3. Customer service & telephone complaint handling*
- 4. Customer service & complaint handling for Telephone & email*
- 5. Sales through service*

Other areas of personal development

- 1. Business writing & email etiquette*
- 2. Essential email etiquette*
- 3. Effective time management*
- 4. Successful communication skills*
- 5. Professional Telephone Skills*
- 6. Receptionist Skills*
- 7. Successful Cash Collection by telephone*

Company Name

Chris Mee Group



Company Biography

The Chris Mee Group is a leading provider of professional services in Health & Safety, EHS, Energy, Environmental and Carbon Emissions.

CMSE are leading Safety Consultants and Trainers in Ireland with offices in Dublin and Cork with three main divisions Consultancy, Training and Recruitment.

Key trainers

Gary Horgan

Lisa Walsh

Karen Cummins

Greg Quinn

Denis Mulcahy

Richie Elliott

Paul O Regan

Brian Keane

Eamon Mc Avoy

Julie Clarkson

Gregg Hannon

Martin Ahern

George Buttimer

Des Brennan

Tadgh O Mahony

Jason Kelly

Courses provided by the organisation

Construction Safety

- 1. IOSH Project Supervisor Design Phase(PSDP)*
- 2. IOSH Project Supervisor Construction Stage (PSCS)*

Instructor Courses

- 1. VDU Assessors*
- 2. QQI Training & Evaluation*

Safety Management Courses

- 1. NEBOSH Int General Safety Certificate*
- 2. NEBOSH Fire Safety Certificate*
- 3. QQI Health & Safety at Work*
- 4. QQI Safety Representative*
- 5. Accident Investigatio*

Health & Safety for Managers

1. *IOSH Managing Safely*
2. *IOSH Managing Safely(Construction)*
3. *IOSH Working Safely*
4. *IOSH Explosion Safety*
5. *IOSH Leading Safely*
6. *IOSH Machinery Safety*
7. *IOSH Managing Safely in Construction Refresher*

Employee Training Courses

1. *Chemical Awareness*
2. *Working at Height*
3. *Basic Food Hygiene (with HACCP)*
4. *Advanced Food Hygiene*
5. *Asbestos Awareness*
6. *QQI Occupational First Aid*
7. *First Aid Refresher*
8. *Basic/Emergency First Aid*
9. *AED*
10. *MEWP(Scissors or Boom)*
11. *Decision Driver Training*

Fire & Emergency Response Training

1. *Confined Space*
2. *HAZOP*
3. *ATEX Awareness*
4. *Fire Warden*
5. *Fire Extinguishers*
6. *Breathing Apparatus (Beginner)*
7. *Breathing Apparatus (Refresher)*
8. *Incident Commander*
9. *Basic Marine Fire Fighting*
10. *Advanced Marine Fire Fighting*



When planning for a year, plant corn. When planning for a decade, plant trees. When planning for life, train and educate people.

Chinese Proverb

Company Name

Code Blue Medical Services



Company Biography

Fully-accredited by the American Heart Association, Advanced Life Support Group (UK) and Irish Heart Foundation, Code Blue courses are delivered by experienced, healthcare professionals – doctors, ED/ICU/CCU nurses, paramedics. From basic first aid to advanced life support, Code Blue is also one of Ireland’s Leading Pre-hospital event medical service providers.

Key trainers

*Tom Giffney
Glen Ellis
Ronan
Moore O’Ferral*

Courses provided by the organisation

- 1. Occupational First Aid*
- 2. Manual Handling*
- 3. Fire Safety and Management courses*
- 4. Advanced Cardiac Life Support*
- 5. CPR Basic and Advanced Training*

Company Name

Compupac IT Solutions T/A NorthWest Computers



Company Biography

Since 1998 NorthWest Computers have provided the highest quality of training programmes. We deliver contracted training on behalf of the ETB's / SOLAS / FAS in ECDL and Computer Applications along with Corporate Training. We are privately registered with Microsoft.

We have four training rooms, two in our Sligo centre and two in our Letterkenny centre with 80 + laptops available for our training requirements. We use the most up to date software available.

Key trainers

*Andrea Gallagher
Ursula O'Rourke
Paul McGettigan
Geraldine Gorman*

Courses provided by the organisation

- 1. Microsoft Access – Introductory – Intermediate - Advanced*
- 2. Microsoft Word– Introductory – Intermediate – Advanced*
- 3. Microsoft Excel– Introductory – Intermediate – Advanced*
- 4. Microsoft Outlook*
- 5. Microsoft PowerPoint*

Company Name

E-Bridge Training Limited



Company Biography

E-Bridge Training Limited was founded in 2001. We deliver fully customisable training solutions in the area of IT Applications and Soft Skills and blend both in order to provide a complete solution. E-Bridge guarantees consistency with regard to delivery and content of all our courses. We are flexible with regard to duration and timeframe and will work closely with members in order to deliver a tailored solution that delivers exactly what is required.

Key trainers

Marieanne O'Driscoll

Sinead Goggin

Patricia Clery

Aileen Leahy

Courses provided by the organisation

- 1. MS Office applications (All Levels)*
- 2. MS Excel*
- 3. MS Word*
- 4. MS PowerPoint*
- 5. MS Visio*
- 6. MS Access*
- 7. MS Project*
- 8. MS Outlook etc.*
- 9. Practical Productivity using MS Outlook'*
- 10. Introduction to Excel Dashboards*
- 11. Effective Presentation Skills (1 day programme)*
- 12. Complete Presentation Skills (2 day programme)*
- 13. Customised training – we are happy to customise the training both in content and duration in order to suit your organisation and staff.*

Company Name

Food Technical Services



Company Biography

Providing help and support for food companies of all sizes in preparation for and achievement of accredited standards such as BRC, FSSC 22000 and retailer standards. Implementing effective and easy to use food safety and quality management systems. Internal and supplier auditing. Training (Food Hygiene, HACCP, Auditing). Nutritional value determination and ingredient list preparation.

Key trainers

Edwin Tutty

Courses provided by the organisation

- 1. Basic Food Hygiene & HACCP Training*
- 2. HACCP Training*
- 3. Food Safety and Hygiene Management for Managers*
- 4. Auditing Training (internal / supplier)*



An organisation's ability to LEARN, and translate that learning into ACTION rapidly is the ultimate COMPETITIVE ADVANTAGE.

Jack Welch

Company Name

FRS Training



Company Biography

FRS training deliver quality local training to public bodies, businesses, co-operatives and the general public. We specialise in Agri-training, Health & Safety, Construction and Healthcare, and more recently Employability training (including Career Planning), Retail Selling and Hospitality.

Key trainers

Jim Dockery

Pat Reilly

Willie Byrne

Noel Fitzgibbon

Marita Golden

Patricia Hayden

Fiona Dunne

Carmel Murphy

Courses provided by the organisation

Agri-training

- 1. Safe Use of Pesticide*
- 2. Chainsaw*
- 3. TAMs Safety*
- 4. Tractor Driving*
- 5. Horticultural Tools*
- 6. Best Practice in Milking*
- 7. Small Engines*

Construction

1. *Mobile Access Tower*
2. *180 degree excavator*
3. *360 degree excavator*
4. *Slinger Signaller*
5. *Telescopic Handler*
6. *Signing Lighting and Guarding*
7. *Location of Underground Services*
8. *Abrasive Wheels*

Health & Safety

1. *Workplace Safety*
2. *Chemical Safety*
3. *Working at Heights*
4. *Scaffolding*
5. *Fire Safety*
6. *Safety Statements*

Healthcare

1. *Healthcare Support (QQI level 5 Major), including Care of the Older Person, Care Skills, Care Support, Infection Prevention and Control*

Employability, Retail Selling and Hospitality training

1. *Delivery as QQI level 5 modules and / or customised on a needs basis.*

Company Name

Future People Ltd



Company Biography

Future People Ltd was established in May 2011 as a leading-edge IT training company based in Tipperary. We deliver training for private companies from SME's to multinationals all across Ireland. We have worked with private companies to deliver training to fill key roles within their organisations. We have also trained over 700 Job Seekers through Skillnet Job Seeker Support programmes and Momentum Skills programmes since 2012 to date. These range from Level 5 programmes up to high level 7 Industry recognised training programmes across several rural towns in Ireland and larger cities such as Dublin, Cork, Limerick and Galway.

Key trainers

Liam Dillon

Lee McKeown

Tony Sweeney

Stephen Cox

Raphael Parea

Charlie Mernagh

Tanya Frost O Grady

Susan Fitzgerald

Liam Ryan

Courses provided by the organisation

Soft Skills

- 1. Customer Service*
- 2. Sales Negotiation*
- 3. Retail Sales/Skills*
- 4. Effective Selling*

IT Infrastructure

1. VMware
2. Cisco
3. CompTIA
4. Microsoft



Microsoft Office

1. MOS Word, Excel, Power Point and Outlook 2010, 2013 and 2016
2. IC3 Internet Core & Computing Certification

Project Management

1. PMP (Project Management Professional)
2. CAPM (Certified Associate Project Management)
3. PMI-ACP (Agile Certified Practitioner)
4. PgMP (Program Management Professional)
5. PMI-RMP (Risk Certified Practitioner)

Computers for Beginners

1. Microsoft Office for beginners advanced and Intermediate

Application and Web Development

1. Java, Core Java, JavaScript, Java Web, Java Server
2. Inet
3. Grail
4. HTML
5. JBoss
6. SQL
7. Groovy

Health & Safety

8. Occupational First Aid
9. Abrasive Wheels Training
10. Work at Height
11. Fire Safety



The capacity to learn is gift; the ability to learn is a skill; the willingness to learn is a choice.

Brian Herbert

Company Name

Gary Flood Communications Training and Consultancy



Company Biography

Gary Flood Communications Training and Consultancy offers communications training and consultancy to corporate and public organisations. Gary Flood has had a long career in television and communications in Ireland.

He has experience in the corporate communications sector as a consultant and writer for a number of brands including Virgin Media Ireland and Ulster Bank.

He has worked as a producer, director and writer on a wide variety of TV productions including The Late Late Show, Open House, The Afternoon Show, Kelly, The Restaurant, Operation Transformation, Bull Island, Super Garden, Crossfire, Garda Down Under and Take Me Out.

Gary believes that clear, open and honest communication is essential to success in work and in day-to-day life.

Key trainers

Gary Flood

Courses provided by the organisation

- 1. Introduction to Communications and Conflict Management*
- 2. Communicating to Influence*
- 3. Effective Communications Skills*
- 4. "Present Like a Pro" - Killer executive presentation skills*
- 5. "Get Rid of the Guff" – Crystal clear, jargon-free, executive communication*
- 6. Business Writing Skills*
- 7. Techniques for summarising Technical Information*
- 8. One-to-one communications coaching at management at executive level*

Company Name

HC Financial Training



Company Biography

HC Financial Training offers financial training and consultancy advice to companies and organizations in Ireland and overseas. Our goal is to make sure you achieve business success. We will equip you with the skills you need to improve your financial and commercial decision making, maximize the bottom line and reach your financial targets.

The principals Hilary Hough and Moira Creedon have been delivering financial training programmes all over the world for many years. Both are highly experienced practitioners with a wide range of experience in all aspects of financial management with significant experience in business management as well as financial training and consultancy.

While our primary skill is in making finance and accounting easily accessible for non-financial managers and non-executive directors we can deliver a wide range of other business management programmes through our highly skilled network of associates.

Key trainers

Hilary Hough

Moira Creedon

Miriam Byrne

Peter Byrne

Gerry Clancy

Marie Collins

Paul Dicker

Noel Gilmer

Courses provided by the organisation

- 1. Finance for Non-Financial Managers*
- 2. Finance for Non-Executive Directors of Co-Ops*
- 3. Co-operative Management Skills*
- 4. Corporate Governance*
- 5. Business Planning*
- 6. Business Strategy*
- 7. Business Leadership*
- 8. Essential HR Practices*
- 9. Effective Selling Skills*
- 10. Communicating to Influence*
- 11. Executive Coaching*



Learning is an experience. Everything else is just information.

Albert Einstein

Company Name

Ibec - Irish Business & Employers Confederation



Company Biography

Ibec is the group that represents Irish business both domestically and internationally. It has over 180 professional services staff in seven locations and is the umbrella group of over 40 different sectoral industry associations. It has over 7,500 members; home grown, multinational, big and small, spanning over every sector of the economy. Together they employ over 70% of the private sector workforce in Ireland.

Key trainers

Claire Jones

Olive Fives

Trevor Stafford

Patricia Sugrue

Courses provided by the organisation

Management Development Programmes

1. *Ibec / DIT Diploma in Human Resource Management*
2. *Ibec / DIT Diploma in Coaching*
3. *Ibec / DIT Diploma in Leadership*
4. *Ibec / DIT Certificate in Human Resources*
5. *Ibec / DIT Certificate in Training & Development*
6. *Ibec / DIT Managing People Skills*
7. *Ibec / DIT Managing People Programme*
8. *Resolving Conflict Effectively*
9. *Train the Trainer 1 Day*
10. *Facilitation Skills*
11. *Project Management*
12. *Performance Management and Appraisal Skills*
13. *Powerful Performance Conversations*
14. *Getting Engaged - Leading for Engagement and Results*
15. *Powerful Presence*
16. *Effective Presentation Skills*
17. *Influencing Skills and Personal Impact Programme*
18. *Critical Conversations*
19. *Managing Learning and Development*
20. *Coaching Skills for Line Managers*
21. *Minding Your Managers*

Employment Law Programmes

1. *Ibec / DIT Diploma in Employment Law*
2. *Ibec / DIT Certificate in Employment Law*
3. *Foundations in Employment Law*
4. *Employment Law Update*
5. *Employment Law Discipline and Dismissals*
6. *Bullying and Harassment, Support Contact Person*
7. *Dealing with and Investigating Bullying & Harassment Complaints*



OHS Development Programmes

1. *Managing Safety*
2. *Safety Officer and Co-ordinator*
3. *Safety Representatives*
4. *Foundations in Occupational Health and Safety for HR Managers*
5. *Safety Awareness for Managers*
6. *Incident Investigation*

Fire Safety and Manual Handling and First Aid

1. *Fire Safety and Emergency Preparedness*
2. *Fire Warden Training*
3. *Occupational First Aid – QQI Accredited*
4. *Occupational First Aid Refresher – QQI Accredited*

Company Name

Irish Business Training Ltd (IBT)



Company Biography

Irish Business Training Ltd (IBT) was established in the year 2000. We design and deliver programmes which are fun and different providing tangible business results.

All our sessions are tailored to the needs of the participants and the organisation. We are forward thinking, work in close partnership with our Clients and facilitate highly interactive and participative workshops. IBT is owned and managed by Mary Danagher who has over twenty years' experience in the area of training and development.

Key trainers

Aine Barry

Helen England

Donal Fitzgibbon

Margaret Kearns

Ian Dinan

Courses provided by the organisation

- 1. Communication Skills*
- 2. Time Management*
- 3. Conflict Management*
- 4. Presentation Skills*
- 5. Receptionist Skills*
- 6. Leadership Development*
- 7. Business Coaching and Mentoring*
- 8. Management Development*
- 9. Performance Management*
- 10. Emotional Intelligence*
- 11. Train the Trainer*
- 12. Influencing and Negotiating Skills*
- 13. Stress Management*
- 14. Building High Performance Teams*
- 15. Supervisory / Front Line Management*
- 16. Customer Care*
- 17. Sales/ Business Development*
- 18. Email Etiquette/Report Writing*
- 19. Career Development – C V Preparation*

Company Name

The Irish Co-operative Organisation Society (ICOS)



Company Biography

ICOS is the representative body for the Co-operative Movement in Ireland and has been established since 1894.

ICOS itself is a co-op governed, funded and led by its members.

In particular, ICOS:

- *Supports the creation and development of commercially viable co-operatives.*
- *Provides advice and guidance on co-operative start-ups and development.*
- *Lobbies and promotes best practice on behalf of the co-operative sector in Ireland both nationally and abroad.*
- *Encourages networking and co-operation amongst co-operatives to drive economic growth in the sector.*
- *Focuses on up-skilling and enhancing the skills of co-op staff and leaders through structured training, to sustain competitiveness and growth for the sectors.*

Key trainers

TJ Flanagan

Alison Graham

Ray Doyle

Donal Parsons

James Doyle

Courses provided by the organisation

- 1. Agri Co-operative Leadership Programme*
- 2. Agricultural Policy*
- 3. Agricultural Markets & Marketing*
- 4. Co-operative Rules and Representation*
- 5. Co-operative Governance*
- 6. Co-operative Communications*
- 7. Dairy Co-operative Director Training Programme*
- 8. Introduction to the Dairy Industry, Nationally and Globally*
- 9. Leadership, Strategy and Planning*
- 10. Livestock Management – Mart Director Training Programme*
- 11. Livestock Handling (Drover & Safety Management)*
- 12. Mart Management & Livestock Auctioneering*
- 13. Mart Risk & Safety Management*

Company Name

Irish Institute of Training & Development (IITD)



Company Biography

The Irish Institute of Training & Development, founded in 1969, is the professional body representing members concerned with human resource training and development in Ireland. Our members work in business, industry, consultancy, education, public and third sectors.

We strive to:

Support members:

- *Provide a rich range of services, supports and resources through our knowledge centre and interactive website.*
- *Provide a basis for member certification through education and CPD opportunities which enhance professional development and thus employment opportunities*
- *Provide a calendar of exciting events and networking opportunities with Gurus, Industry Experts, Case Studies, etc.*

Ensure T&D best practice:

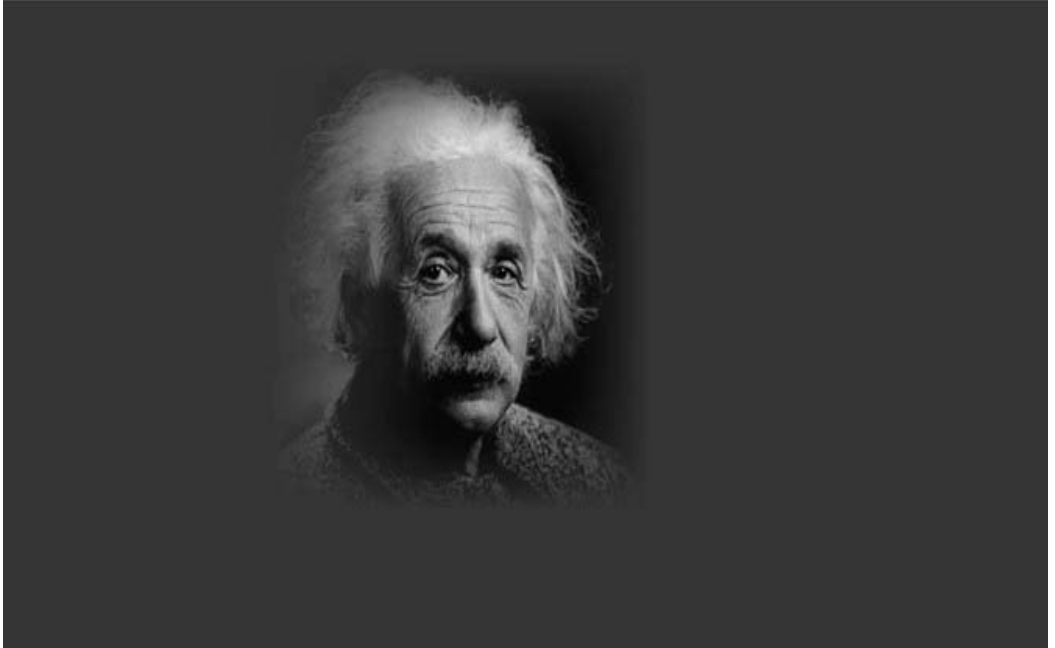
- *Identify, disseminate and facilitate international best practice.*
- *Keep up with the latest global trends, thinking and research.*
- *Influence key stakeholders and policymakers.*
- *Establish and maintain early and ongoing communication with decision-makers and industry stakeholders.*

Key trainers

IITD have a full panel of trainers of which all trainers hold a minimum of a Level 7 Qualification in Learning & Development and have a minimum of 10 years of relevant industry experience.

Courses provided by the organisation

1. IITD Professional Practice Certificate in Training & Development (Level 6 QQI Special Purpose Award in T&D 6S3372)
2. IITD Certificate in Training Needs Analysis & Design (Level 6 QQI Training Needs Identification & Design 6N3325)
3. IITD Trainer Skills Certificate (Level 6 QQI Training Delivery & Evaluation 6N3326)
4. IITD/UCC Diploma in Learning & Development Practice (Level 7 NUI)
5. IITD/UCC Certificate in Coaching and Mentoring in Organisations (Level 7 NUI)
6. IITD Leading the L&D Function
7. E-Learning Essentials Programme
8. H.Dip in HRD (Higher Diploma in Human Resource Development) (Level 8 NUI)
9. Masters in Learning & Development (Consultancy) (Level 9 NUI)
10. IITD Talent Management in Organisations & Essential Tools
11. IITD Training Instructor Programme
12. IITD Training Administrator Programme
13. IITD ROI (Return on Investment) Workshop



Education is what remains after one has forgotten what one has learned in school.

Albert Einstein

Company Name

Invisio



Company Biography

In business for over 17 years, Invisio is an Institute of Leadership and Management training centre providing courses ranging from Awards to Diplomas in Leadership & Management as well as a full range of custom designed training solutions for the co-operative / food and drink industry.

Key trainers

Louise Mc Namara

Tony Shone

Patricia Byron

Tony Devitt

Betty Nerney

Máire O'Meara

Courses provided by the organisation

Invisio provide a broad range of accredited and none accredited / custom designed programmes in the areas of:

- 1. People Management*
- 2. Planning & Strategy*
- 3. Management Development Communication Skills*
- 4. Sales & Marketing*
- 5. Finance*
- 6. Trainer skills*

Company Name



Keith Harford: Business Advisors & Trainers

Company Biography


Following almost 25 years in Business Management, time spent with Superquinn, Uniphar and Life Pharmacy, Keith set up independently in 2007, to help businesses develop their people and to improve business growth, standards and profitability. Keith works with many independent businesses, larger corporates and state bodies, along with a number of Skillnet Networks and Local Enterprise Offices. He is consultant to the RTE TV programmes Feargal Quinn's Retail Therapy and Farmer in Charge.

Key trainers Keith Harford Gary Flood
Dervilla O'Brien Gerry Byrne

Courses provided by the organisation

1. Business Leadership Training
2. Category Management (including Consumer Insights)
3. Communicating to Influence
4. Communications
5. Conflict Management
6. Consumer Law for Retailers
7. Credit & Debt Control
8. Customer Service Masterclass
9. Effective Selling Skills
10. Essential HR Practices - Communities of Practice
11. Finance for Non-Financial Managers
12. Leadership & Delegation
13. Leadership & Teamwork
14. Management Development Programme
15. Merchandising
16. Merchandising Advanced
17. Negotiation Skills
18. Performance Management
19. Retail Development Programme
20. Retail Management
21. Retail Maths: Retail financials for non-financial managers
22. Retail Sales
23. Shop Layout – Detailed Planning
24. Stock & Cost Control
25. Time Management & Personal Effectiveness

Management Development Programme



"The will to win, the desire to succeed, the urge to reach your full potential... these are the keys that will unlock the door to personal excellence" Confucius

To find out more about participating on this programme please contact us on 01 6131348 or info@icosskillnet.ie

Company Name

Kotinos Partners



Company Biography

Kotinos Partners is an advisory firm partnering with clients across industry to achieve sustainable high performance results. Our approach is grounded in over ten years' detailed research into high performance environments. We provide consulting and training services to Irish and international business in the private and public sector.

Key trainers

Brian MacNeice

James Bowen

Alain Rolland

Shane Twomey

Courses provided by the organisation

- 1. Critical skills for Managers*
- 2. Team leadership and effectiveness*
- 3. Frontline management skills*
- 4. Performance management*
- 5. High performance feedback*
- 6. High performing teams*
- 7. Conflict resolution*
- 8. Problem solving and innovation*
- 9. Decision making*
- 10. Building resilience*
- 11. Strategy and planning*



Develop a passion for learning. If you do, you will never cease to grow.

Anthony J. D'Angelo

Company Name



L2 Cyber Security Solutions

Company Biography

L2 Cyber Security Solutions was founded in January 2016 by Liam Lynch. Our approach is to make a complicated subject, like Cybersecurity, easy to understand for non-technical people. Our primary focus is the provision of comprehensive Internet Security Awareness and Safety Training. We also speak about Cybersecurity topics at seminars and events. Our other services are the provision of Security Risk Assessments as well as consultancy on Business Continuity Planning and IT Disaster Recovery Planning.

Key trainers

Liam Lynch

Courses provided by the organisation

1. Internet Security Awareness and Safety Training

Company Name

Learn Skills



Company Biography

Learn Skills provides the best technology based solutions for workplace learning, bringing exceptional on-line training opportunities right to your desktop. On-line training has taken on an important role in developing workplace expertise, and Learn Skills innovative learning solutions are at the heart of developing a talented workforce.

Key trainers

All Courses are online.

Courses provided by the organisation

- 1. Microsoft Excel*
- 2. Microsoft Word*
- 3. Microsoft PowerPoint*
- 4. Touch Typing course*
- 5. Leadership and Motivation*
- 6. Effective Workplace Relationships*
- 7. Customer Service and Consulting*
- 8. Change Management*
- 9. Positive Workplace Environment*
- 10. Business Communications*
- 11. Time and Stress Management*

Company Name

MCX Training & Development



Company Biography

MCX Training & Development delivers highly participatory, learner centred, QQI Level 6 accredited, practical training programmes to private, public and social enterprises throughout Ireland. Michael Cox's passion is exploring, imparting and nurturing best practice relating to adult learning. While his unique approach to training, light heartedness and practical focus has attracted trainers with 10, 20 and 30 years training experience to attend his programmes MCX has also developed a range specialized programmes specifically for non-managerial part time trainers who deliver skill demonstrations on a one to one basis in the workplace and who facilitate teams in consultative decision making in a lean environment.

Key trainers

Michael Cox

Courses provided by the organisation

- 1. QQI Level 6 Training Needs Identification & Design*
- 2. QQI Level 6 Training Delivery & Evaluation*
- 3. QQI Level 6 Supervisory Management Skills*
- 4. QQI Level 6 Project Management*
- 5. Performance Appraisals*
- 6. Emotional Intelligence*
- 7. Facilitating Lean*
- 8. Delegation Skills*
- 9. Maximising Meetings*



The only sustainable competitive advantage is an organisation's ability to learn faster than the competition.

Peter M. Senge

Company Name

OMT Global



Company Biography

OMT Global is Ireland's leading Leadership Development consultancy with a global footprint. OMT specialise in developing high-performance cultures. Since 1989, OMT is a trusted partner to the world's biggest brands and progressive organisations, delivering innovative and bespoke Leadership development solutions. Our passion, extensive experience, deep knowledge, creative and enthusiastic approach is globally renowned. Our award-winning, customised design is always specific to your needs. OMT enhances business performance by enabling people to recognise and fulfil their potential, solving complex challenges and delivering tangible results. Leveraging our multilingual platform and global team of experts, OMT can deliver Leadership development solutions in your local language, wherever you are in the world.

Key trainers

Eddie O'Connell

Tom Hackett

Richard McCarthy

Courses provided by the organisation

Business Essentials:

- 1. Creating & Innovating*
- 2. Customer Service Training*
- 3. Project Management*
- 4. Recruitment & Selection*

Leadership & Management:

1. *Change Management*
2. *Engaging Diversity*
3. *Leadership Development*
4. *Line Manager Development*
5. *Team Development*



Personal Effectiveness

1. *Coaching Skills*
2. *Crucial Conversations*
3. *Effective Meetings*
4. *Emotional Intelligence*
5. *Facilitation Skills*
6. *Giving & Receiving Feedback*
7. *Influencing Skills*
8. *Managing Conflict*
9. *Problem Solving & Decision Making*
10. *Presentation Skills*
11. *Report Writing*
12. *Stress Management*
13. *Task Analysis & Delegation*
14. *Train the Trainer*
15. *Understanding Personalities*

Accelerator Suite:

1. *Retail Accelerator*
2. *Management Accelerator*
3. *Coaching Accelerator*
4. *Strategy Accelerator*
5. *Team Accelerator*

Company Name

Optima Training & Consulting



Company Biography

Optima Training & Consulting Ltd has been established to bring high quality and Industry led Training & Development and Consulting to our valued clients.

We deliver a diverse and industry focused range of training programmes in areas such as Leadership, Health, Safety & Environmental, Quality, Process Improvement, Healthcare, Project Management, Facilities & Microsoft Office/SharePoint.

Optima Training & Consulting Ltd offer' the following to our clients in terms of Training Service:

- Expert, Dedicated Instructors who actively work in their Training Area*
- Broad and Diverse range of Training Programmes*
- Public Scheduled & Customised Onsite Training*
- Competitive Pricing and Value Added Services*
- Excellent and knowledgeable customer service & support*

Key trainers

*Mairead O'Carroll
Mary Beary
Patrick Callaghan
Padraig Cleary
Pat Browne
Valerie O'Donovan
Jacqui O'Malley
James Mcloughlin
William Hayes
William Treacy*

*Steve Cusack
Martin Crowley
Tony Curran
Mary Woods
James Mcloughlin
William Hayes
Christine Mortell
Angela O'Sullivan
Dr. John Fitzgerald
TP Lowry*

*Gerry Treacy
Sean McEvoy
Claire Cummins
Brendan Shine
Dick Whelan
Dr. John Fitzgerald*

Courses provided by the organisation

1. *Leadership Development*
2. *Personal Effectiveness*
3. *Presentation Skills*
4. *Assertiveness Skills*
5. *Bullying in the Workplace*
6. *Dealing with Challenging Behaviour*
7. *Conflict Management*
8. *Communications Skills*
9. *Call Handling & Customer Care*
10. *Customer Service*
11. *Coaching Effectively*
12. *Meeting Management*
13. *Minute taking*
14. *Report Writing*
15. *Critical, Creative and Strategic Thinking*
16. *Strategic Business Planning*
17. *Marketing Principles*
18. *CV Creation & Interview Skills*
19. *Managing Difficult conversations*
20. *Performance Management*
21. *Negotiation Skills*
22. *Sales Training*
23. *Practical Problem Solving*
24. *Supervisory Management*
25. *Recruitment Selection & Interviewing Skills*
26. *Stress Management*
27. *Succession Planning*
28. *Team Building & Development*
29. *Team Leader Skills*
30. *Train the Trainer*
31. *Microsoft Applications & Adobe - Various*
32. *Web, Graphics & Social Media - Various*
33. *Health & Safety - Various*
34. *Lean & Process Improvement -Various*



Company Name

Paramount College Ltd



Company Biography

Paramount College is a well-established private training college in Ireland with significant experience in the design and delivery of tailored adult education and in company training programmes. The College is an accredited QQI training centre since 2005 and works with a wide range of communities and sectors across Ireland providing flexible training to suit the needs of the participants and employers. Providing Innovative Solutions and Training.

Key trainers

*Raquel Hanley
Paul Hodson
Roddy Brennan
Sharon Lambert
Charlie Mernagh
Keith Lawlor
Ann O'Brien
Olga Maguire*

Courses provided by the organisation

- 1. Performance Management*
- 2. Business Leadership*
- 3. Leadership Development Programme*
- 4. Vendor Management Training*
- 5. Essential HR Practices – Communities of Practice*
- 6. Effective Selling Skills*
- 7. Communicating to Influence*
- 8. Retail Sales*
- 9. Consumer Rights*
- 10. Customer Service*

11. *Using the Internet and Email for Business*
12. *Basic Digital Skills Training*
13. *Employment Law*
14. *Conducting Investigations and Disciplinary Hearings Successfully*
15. *Vendor Management*
16. *Certificate in Human Resource Management QQI Level 6 course*
17. *Certificate in Training and Development QQI Level 6 Special Purpose Award*
18. *Certificate in Conflict Management QQI Level 6 Component Award*
19. *Presentation Skills Diploma*
20. *Certificate in Supervisory Skills QQI Level 6 Component Award*
21. *Occupational First Aid QQI Level 5 course*
22. *Certificate in Customer Service QQI Level 5 course*
23. *Certificate in Digital Marketing QQI Level 5 course*
24. *Leadership Development Programme*
25. *Safety and Health at Work QQI Level 5 Component Award*
26. *Business Studies QQI Level 5 and Level 6 Major Award*
27. *Management Studies QQI Level 6 Major Award*
28. *Consultative Selling QQI Level 6 Component Award*
29. *Leadership QQI Level 6 Component Award*
30. *Managing People QQI Level 6 Component award*
31. *Marketing Management QQI Level 6 Component Award*
32. *Employment Law QQI Level 6 Component Award*
33. *Customer Service QQI Level 5 and 6 Component Award*
34. *Team Working QQI Level 5 Component Award*
35. *Telecommunications Access Networks Technology QQI Level 6 Major Award*
36. *Electrical Principles QQI Level 6 Component Award*
37. *Health Services Supervisory Management Skills QQI Level 6 Major Award*
38. *Mental Health Awareness QQI Level 6 Component Award*



Unlike other capital investments, the value of learning appreciates, rather than depreciates.

Dr. Christopher Lee

Company Name

Process Management Services Ltd



Company Biography

- *Providing Technical Training of experienced & inexperienced Operators and of other Site Personnel.*
- *Covers the overall Process and the Individual Parts and their Function.*
- *Courses are Tutor led with use of PowerPoint presentations, flipcharts and on-the Plants visits. It is tailor made to reflect the details of a Plant that is familiar to the participants.*

Key trainers

Martin Hallissey

Courses provided by the organisation

Most aspects of Dairy Processing including:

General for all Processes:

1. *Understanding Dairy Process Components, & Principles*
2. *Understanding Milk, Milk Components & Products made from them*

Specific Processes:

1. *Evaporation*
2. *Spray Drying*
3. *Casein and Caseinate Processing*
4. *Whey Processing including WPC, WPI, Whey & Permeate Powder*
5. *Membrane Filtration Processing of Milk & Whey – incl. MF, UF, RO, NF*
6. *Powder Handling, Storage and Bagging*
7. *Liquid Handling including Separation, Pasteurisation, etc.*
8. *Wet and Dry Blending*

Company Name

Professional Training Solutions Ltd



Company Biography

Professional Training is a group of experienced specialists, who can provide specific training and consultancy solutions in:

- *Management Skills*
- *I.T. Systems*
- *Finance & Financial Management*

We use a tailored, flexible approach and our real-life business knowledge to develop and provide techniques and solutions for immediate implementation and business improvement.

Key trainers

*Jane Leonard
Jack Foley
Emmet Bourke*

Courses provided by the organisation

1. *Excel 2016 – Intermediate*
2. *Excel 2016 – Advanced*
3. *Data Visualisation with Excel and PowerPoint*
4. *Introduction to Technical Writing*
5. *Business Report Writing*
6. *Applied Finance for non-Financial Managers*

Company Name

South East College (SEC) of Further Education & Training



Company Biography

SEC is a centre of excellence in the provision of further education and training in both Management Courses and Retail Courses. Courses available are both pragmatic and focussed, offering learning and development for today's and tomorrow's leaders and managers. Our teaching philosophies employed underpin learner success by utilising blended teaching methods, such as tutor directed classroom learning and self-directed learning, supported by an eLearning platform (Moodle).

Key trainers

Susan Madden

Courses provided by the organisation

- 1. Communication Management*
- 2. Project Management*
- 3. Customer Management*
- 4. Finance*
- 5. Team Management*
- 6. Business Writing and Marketing*
- 7. Creativity & Innovation*
- 8. Emotional Intelligence*
- 9. Change Management*
- 10. Mental Toughness*
- 11. Critical Thinking*
- 12. Enterprise Awareness*
- 13. Selling Skills*
- 14. Customer Services*
- 15. Telesales*
- 16. Merchandising*
- 17. Window Display*

Company Name

SQT Training Ltd



Company Biography

We are a training partner rather than a provider of courses. We seek to make a significant and measurable contribution to the organisations we work with. For over 25 years we've brought the latest thinking, the leading techniques and the most accomplished industry trainers into ambitious organisations, large and small, throughout Ireland, the UK and beyond.

Key trainers

Albert Plant

Ashling Keogh

Brian Robinson

Cheryl Robertson

Ciaran White

Cormac Murphy

David McClean

Declan Carey

Denis Kiely

Dick Delaney

Douglas McMillan

Éamon Ó Béarra

Edel Jones

Finbarr Stapleton

Gerry Burke

Gina Ryan

Helena McSweeney

Ian Boylan

John Lafferty

John Ryan

Kevina O'Donoghue

Liam Dillon

Maura Murphy

Michael Lane

Nick Smyth

Nicola Donohoe

Pádraic Ó Máille

Padraig Kelly

Shane Curran

Shane Donohoe

Steve Halpin

Tom Keane

Courses provided by the organisation

1. *5S For the Food Industry*
2. *Acceptance Sampling (including AQL selection)*
3. *Advanced HACCP Design and Validation based on Risk Assessment – QQI Level 6*
4. *Applying Agile & Scrum Practices in your Organisation*
5. *ATEX Safety, Health & Welfare at Work (General Application) Regulations 2007*
6. *Behavioural Based Safety*
7. *BRC Global Food Safety Standards (Issue 7)*
8. *BRC Global Standards for Consumer Products*
9. *BRC Global Standards for Packaging and Packaging Materials*
10. *BRC Global Standards for Storage and Distribution*
11. *Certified Energy Manager*
12. *Certified Measurement & Verification Professional (CMVP)*
13. *Chemical Risk Assessment*
14. *CIEH Level 2 Award in Food Safety for Manufacturing*
15. *CIEH Level 2 Award in Food Safety for Retail*
16. *CIEH Level 3 Award in Food Safety Supervision for Manufacturing*
17. *Cleanroom Microbiology*
18. *Confined Space Entry*
19. *Energy Management Systems (EnMS) Auditor/Lead Auditor*
20. *Environmental Legislation*
21. *Food Allergen Control*
22. *Food Hygiene & Safety*
23. *Food Safety Modernization Act (FSMA)*
24. *Food Standards Auditing – QQI Level 6*
25. *Good Laboratory Practice (QMS ISO 17025)*
26. *HACCP Implementation and Verification – QQI Level 5*
27. *HACCP Overview / Refresher*
28. *Introduction to Food Safety Legislation*
29. *Introduction to ISO 50001 (Energy Management Systems)*
30. *Process Validation & Equipment Validation*
31. *Risk Assessment and Communication for the Food Industry (ISO 31000 / ISO 14971)*



The growth and development of people is the highest calling of leadership.

Harvey S. Firestone

Company Name

Teagasc



Company Biography

Teagasc – the Agriculture and Food Development Authority – is the national body providing integrated research, advisory and training services to the agriculture and food industry and rural communities.

Key trainers

*Tom Ryan
George Ramsbottom
Bernadette O’Brien
David Gleeson
John Upton*

Courses provided by the organisation

- 1. Milking Machine Testers and Installers on behalf of IMQCS
(the Irish Milk Quality Co-Operative Society Ltd.)*

Company Name

University College Cork



Company Biography

The Food Industry Training Unit (FITU) was established in 1993 by the Faculty of Food Science and Technology, University College Cork. This was in recognition of the importance of continuing professional development (CPD) and training in the food and related sectors. The FITU services the part-time CPD and training needs of people working in, or associated with, the food and related industry sectors and is an example of UCC's readiness to evolve and respond to the needs of industry. The student body which the Unit services is part of a growing market segment of non-traditional students which University College Cork has targeted in its strategy of providing education in selected professional areas.

Key trainers

Academic staff and technical staff from:

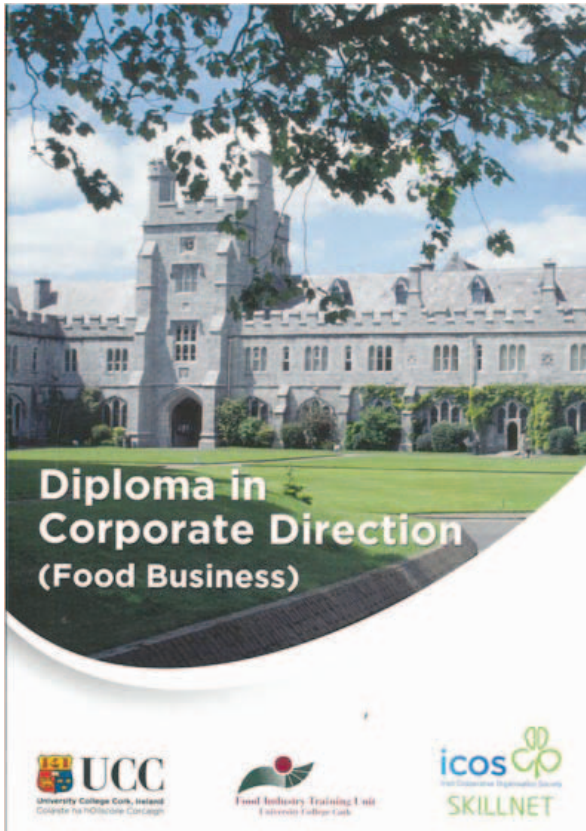
- *School of Food and Nutritional Sciences, College of Science, Engineering and Food Science, UCC*
- *Department of Food Business and Development, College of Business and Law, UCC*
- *School of Microbiology, College of Science, Engineering and Food Science, UCC*
- *Department of Process and Chemical Engineering, , College of Science, Engineering and Food Science, UCC*
- *School of Biological, Earth and Environmental Sciences, UCC*
- *Environmental Research Institute, UCC*
- *Department of Geography, College of Arts, Celtic Studies and Social Sciences, UCC*
- *Centre for Adult Continuing Education, UCC*

And Industry Practitioners

And External Consultants

Courses provided by the organisation

1. *Diploma in Food Science and Technology*
2. *Diploma in Speciality Food Production*
3. *Diploma in Food Manufacturing Management*
4. *Diploma in Corporate Direction (Food Business)*
5. *Postgraduate Certificate in Dairy Technology and Innovation*
6. *Ice Cream Science and Technology Training Course*
7. *Cheese Science and Technology Training Course*
8. *Thermal Processing Training Course*
9. *Developing High Performing Teams Training Course*
10. *Tailor-made Dairy Science and Technology Training Courses*



To find out more about participating on this programme please contact us on 01 6131348 or info@icosskillnet.ie



Education is the most powerful weapon which you can use to change to world.

Nelson Mandela

Company Name

The Garden School



Company Biography

The Garden School is an approved Royal Horticultural Society Qualifications Provider. We provide horticultural courses and training for individuals and groups at our centre in Marlay Park, Dublin.

We offer horticultural training on site for horticultural enterprises and have worked with garden centres and co-operatives.

Key trainers

*Ciaran Burke
Aoife Munn*

Courses provided by the organisation

- 1. RHS Qualifications or elements of the Qualifications.*
- 2. Custom training programmes on garden centre care, plant knowledge, and customer care.*

Emphasis is on interaction and practical learning.



We now accept the fact that learning is a lifelong process of keeping abreast of change. And the most pressing task is to teach people how to learn.

Peter Drucker

Company Name

Western Management Centre



Company Biography

Western Management Centre, based in Galway city, offers an extensive range of public and in-company accredited courses in all the key business areas: Health & Safety; Management & Team Leading; Finance & Accountancy; Training & Development; Production & Quality Management; People Management; Communications & Presentation Skills. The Centre is accredited/validated by QQI, SOLAS, RTITB & APICS and is an approved ACCA CBE centre. It has a team of over 30 highly experienced trainers; all with extensive academic and business expertise.

Key trainers

*Mike Conlisk
Jim Donlon
Peter McHugh
John O'Halloran
Pat Costello
Jacinta Doyle
Ger Ahearne
Liam Higgins
Billy O'Reilly
Sean Pomphrett
Padraig Curley
Keith Smales
David Dunne
Mary Clisham*

*Paul Doherty
Paul McGuinness
Fergal McHugh
Dermot Walsh
John Fitzgerald
Therese O'Neill
Geraldine Grady
Maureen Smales*

Courses provided by the organisation



1. *People Handling & Moving*
2. *Manual Handling*
3. *Safe Pass*
4. *Finance for Non-Financial Managers*
5. *ADR Driver Training*
6. *Abrasive Wheel*
7. *Train the Trainer*
8. *Fork Truck Certification*
9. *Refresher Fork Truck Certification Course*
10. *Occupational First Aid (validated by QQI)*
11. *Refresher Occupational First Aid*
12. *Basic First Aid*
13. *Manual Handling Instruction (validated by QQI)*
14. *Training Delivery & Evaluation (validated by QQI)*
15. *Safety & Health at Work (validated by QQI)*
16. *Project Management (validated by QQI)*
17. *Team Leadership (validated by QQI)*
18. *Project Management (validated by QQI)*
19. *Employment Law (validated by QQI)*
20. *Project Management (validated by QQI)*
21. *Business Management (validated by QQI)*
22. *Team Leadership (validated by QQI)*
23. *Public Relations (validated by QQI)*
24. *ACCA Professional Course*
25. *ACCA Diploma in Accounting & Business*
26. *APICS Certificate in Production & Inventory Management*
27. *CIPD Certificate & Diploma in Human Resource Management*
28. *CIPD Award in Coaching & Consulting*

Company Name

You Are The Difference Limited



Company Biography

You Are The Difference is a unique customer service and performance coaching programme that provides simple and effective tools that help people and organisations to reach new levels in terms of positive behaviour and results.

Key trainers

*Alf Dunbar
Therese Gibney
Helen England
Karran Bonnar
Anne Harper
Sophie Turner
Mark Patch
Gini Bleskey*

Courses provided by the organisation

- 1. Delivering excellent customer service and sales (staff session)*
- 2. Managing and coaching a team around delivering excellent service and sales (managers session)*
- 3. One day coach the coach programme where trainers/managers are provided with the tools to deliver the YATD service programme to their team in store.*



The ICOS Skillnet is funded by member companies and the Training Networks Programme, an initiative of Skillnets funded from the National Training Fund through the Department of Education and Skills.





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