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Gain access to the training content you need to develop your workforce.

Retailers have a lot in their carts; from ensuring exceptional customer service to staying in compliance with Payment Card Industry Data Security Standards (PCI DSS). On top of that, retailers need to keep up sales and employ a sound financial strategy. Developing or educating your employees in the retail sector can be difficult when attempting to establish an effective training program that suits your budget.

Our partnership with OpenSesame enables you to run a full training program without the hassle of managing multiple systems or suppliers.

Choose from top tier courses to help boost your team's skills in the retail industry

Title	Publisher	Seat time
KEEPING SAFE AND MANAGING MASK-RELATED CONFLICT DURING COVID		
De-escalating COVID-19 Conflict: When You Can't Wear a Mask in the Workplace	Real Projects	6m
Covid-19 Retail and Hospitality: Why Safety Rules Matter	Real Projects	6m
COVID-19 Customer Service: De-escalating Conflict over Safety Rules (Masks, Social Distancing, One-Way Systems)	Real Projects	10m
Keeping Safe During COVID-19: Retail (US)	Engage In Learning	15m
UNDERSTANDING YOUR CUSTOMERS		
Customer Types	Video Arts	30m
Working in Retail: 02. Who is Your Customer? - I Can't Find This	HSI - ej4	2m
Working in Retail: 03. Who is Your Customer? - I've Got a Coupon for That	HSI - ej4	3m
Working in Retail: 04. Who is Your Customer? - I'm Just Looking	HSI - ej4	2m
Working in Retail: 05. Who is Your Customer? - I'm With My Kids. Please Hurry.	HSI - ej4	2m
Working in Retail: 06. Who is Your Customer? - I'm on a Mission	HSI - ej4	2m
Working in Retail: 07. Who is Your Customer? - I've Got Time and Money	HSI - ej4	2m

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CUSTOMER SERVICE		
Working in Retail: 08. How to Stay Positive with Customers	HSI - ej4	4m
Service at the Till (Global)	SAP Litmos	5m
Retail Top Tips	Mind Channel	5m
Fitting Room Advice (Global)	SAP Litmos	5m
Working in Retail: 01. Giving Exceptional Service	HSI - ej4	7m
Working in Retail: 09. How to Handle Feedback	HSI - ej4	8m
Dealing With Difficult Customers: De-escalation in Retail and Hospitality	Real Projects	20m
Be a Retail Hero (Global)	SAP Litmos	20m
Solve Problems with Appreciative Inquiry	7 Dimensions	30m
Complaints: Customer Service	Video Arts	1h

Title	Publisher	Seat time
RETAIL CONFLICT MANAGEMENT		
Retail Conflict Management: 01. Why Retail Conflict Management?	HSI - ej4	4m
Retail Conflict Management: 02. Preparation and Scenarios	HSI - ej4	8m
Retail Conflict Management: 03. Phases of Escalation	HSI - ej4	7m
Retail Conflict Management: 04. De-Escalation	HSI - ej4	8m
Retail Conflict Management: 05. Maintaining Control	HSI - ej4	10m
SELLING SKILLS		
Selling Skills: 07. Selling in New Products	HSI - ej4	5m
Selling Skills: 11. Retailer Hot Buttons - Transaction Size	HSI - ej4	5m
Working in Retail: 10. How to Upsell	HSI - ej4	6m
Selling Skills: 10. Retailer Hot Buttons - Traffic	HSI - ej4	8m
Customer Service Basics	HSI - ej4	8m
The Art of Selling: Selling with Service	Video Arts	1h
POINT OF SALE (POS) SYSTEM		
Quickbooks Point of Sale (POS)	IT University Online	4h 16m
MANAGING RETAIL EMPLOYEES		
Working in Retail: 11. Managing Retail Employees	HSI - ej4	11m
When the Customer Isn't Right: Retail Conflict for Managers	HSI - ej4	6m
SUPPLY CHAIN MANAGEMENT		
Supply Chain Management	Vubiz	30m
Supply Chain Management: Inventory Control	HSI - ej4	7m
Supply Chain Management: Inventory Management Strategies	HSI - ej4	8m
Supply Chain Management: Inventory Management	HSI - ej4	8m
Supply Chain Management: The Role of Supply Chain	HSI - ej4	7m
Supply Chain Management: Logistics	HSI - ej4	7m
Supply Chain Management: Supply Chain Transparency	HSI - ej4	8m
PAYMENT CARD INDUSTRY DATA SECURITY STANDARDS (PCI DSS) COMPLIANCE		
Payment Card Industry Data Security Standards (PCI DSS) (UK/EU)	SAP Litmos	20m
Payment Card Industry Data Security Standards (PCI DSS) for the Front Line (UK)	Engage In Learning	27m
PCI DSS Introduction	Global Learning Systems	30m
Payment Card Industry Data Security Standards (PCI DSS) for the Back Office (UK)	Engage In Learning	38m

Title	Publisher	Seat time
RETAIL FINANCE		
Why do competitors open their stores next to one another? I Jac de Haan I TED-Ed Animation	TED	4m
Specialized Math: 06. Calculating Production Costs	HSI - ej4	5m
Why do airlines sell too many tickets? I Nina Klietsch I TED-Ed Animation	TED	5m
Specialized Math: 03. Inventory Basics	HSI - ej4	7m
Specialized Math: 07. Determining Pricing	HSI - ej4	8m
RETAILER PROFITABILITY MODEL FOR RETAILERS		
Retailer Profitability Model for Retailers: 01. Introduction	HSI - ej4	5m
Retailer Profitability Model for Retailers: 02. Creating Revenue	HSI - ej4	5m
Retailer Profitability Model for Retailers: 03. Reducing Expenses	HSI - ej4	4m
Retailer Profitability Model for Retailers: 04. Frequency	HSI - ej4	16m
Retailer Profitability Model for Retailers: 05. Reach	HSI - ej4	12m
Retailer Profitability Model for Retailers: 06. Items Per Customer	HSI - ej4	11m
Retailer Profitability Model for Retailers: 07. Price per Item	HSI - ej4	3m
Retailer Profitability Model for Retailers: 08. Intro Frontline (Restaurant)	HSI - ej4	12m
RETAILER PROFITABILITY MODEL FOR VENDORS		
Retailer Profitability Model for Vendors: 01. Introduction	HSI - ej4	5m
Retailer Profitability Model for Vendors: 02. Creating Revenue	HSI - ej4	5m
Retailer Profitability Model for Vendors: 03. Reducing Expenses	HSI - ej4	4m
Retailer Profitability Model for Vendors: 04. Frequency	HSI - ej4	4m
Retailer Profitability Model for Vendors: 05. Reach	HSI - ej4	2m
Retailer Profitability Model for Vendors: 06. Items per Customer	HSI - ej4	2m
Retailer Profitability Model for Vendors: 07. Price per Item	HSI - ej4	3m

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