




Talent: It's a Game Changer

Driving Business,
People and Innovation
Forward



CONTENTS

- 6 Working with Skillnet Ireland
- 7 Talent Matters
- 8 Understanding Talent
- 10 Our Value Proposition
- 14 What We Do
- 18 How We Do It
- 20 Our Initiatives
- 26 Who We Work With
- 29 Our Industry Partners
- 32 Sectors We Support
- 35 Contact Skillnet Ireland



Skillnet Ireland is the national business support agency responsible for the promotion and facilitation of talent development within enterprise.

We help businesses in Ireland to be the best they can be, through **innovative and enterprise-driven talent development.**



Transforming Business **THROUGH TALENT**

“At Skillnet Ireland, we’re building a world class enterprise-led organisation to help prepare businesses and workers for the future of work.

Ensuring Ireland has the talent to accelerate innovation and boost the competitiveness of our economy is vital.

We’re ambitious for Ireland.
We’re ambitious for Irish business.”

Paul Healy,
Chief Executive

Working with **SKILLNET IRELAND**

This is your guide to understanding how Skillnet Ireland supports businesses of all sizes, from early-stage start-ups to multinationals, to develop the talent they need to thrive.

It offers practical insights into who we are, how we work, our Business Networks and talent initiatives, and the value they can offer you in supporting businesses to succeed and grow.

It introduces our internationally recognised business-led model which places partnership at the heart of everything that we do.

It also gives you insights into the range and scale of supports we can offer – from deep diagnostics of your business challenges and customised responses for individual companies and sectors, to tried and tested talent development programmes across a range of industries.



Talent **MATTERS**

Businesses thrive through talent.

Ireland's skilled and agile workforce has been a pivotal component of our economic development, both in supporting the growth of our domestic businesses and attracting multinational investment. However, ensuring our workforce remains skilled and competitive requires constant horizon scanning, policy action and investment.

As market conditions and global trends continually change the playing field for businesses, investing in talent can pay immense dividends. Having the right talent enables companies to weather short term shocks and prepare for long term challenges such as increasing digitalisation and the impact of climate action. Talent is also the foundation for competitive advantage, opening new markets and developing more innovative operating models and products and services.

"The Skillnet forums, best-practice visits, high quality training and business conferences have provided us with a benchmark to grow and transform our organisations and to help ensure our long-term success."

Sean Kelly
Global Business Excellence
Programme Manager, Abbott



Understanding
TALENT

We know
talent

It's challenging to understand and anticipate future business needs or market disruption. It's time-consuming to craft the right responses that meet business needs. However, when done right, the value of talent to a business is indisputable.

For more than 20 years, Skillnet Ireland have successfully partnered with industry bodies, businesses and individuals to understand and deliver the talent they really need. We're experts at designing high impact talent solutions, including:

- Leadership development and business mentoring
- Bespoke talent solutions tailored to business needs
- Specialised sectoral upskilling
- Innovation roadmaps and career pathways
- Digitalisation programmes
- Research and industry insights on the future of work and talent
- Developing new business networks and clusters

Our value PROPOSITION

To deliver the best results, we do things differently.

We're enterprise-driven. We partner directly with companies and industry groups to ensure we understand their priorities.

In a changing world, **agility really matters.** We rapidly develop the responses that businesses need to navigate immediate and long term challenges.

The best results come from partnership. By leveraging Ireland's open **culture of collaboration** we bring together State agencies, employers and academia to deliver the most impactful solutions.

We help companies understand the future of work and how to **embrace innovation** in their workforce, driving more successful and competitive businesses.

By combining government and private sector investment, **our model is cost-effective.** It incentivises talent development and drives quality and impact in everything we do.





Transforming Business Through Innovation

Dell Technologies worked with Skillnet Ireland to strengthen its capacity for innovation. Created using a partnership-focused approach, 'TRANSFORM' is the first educationally accredited programme in digital transformation and disruptive technologies in Ireland. Delivered through Technology Ireland Digital Skillnet, TRANSFORM was developed with input from IDA Ireland, Technology Ireland, Technological University Dublin, and Dell Technologies.

The programme equips businesses and their people with the talent needed to harness the power of digital technologies, build a digital workforce, and accelerate innovation within the organisation. Participants gain a better understanding of the role of emerging technologies including artificial intelligence, virtual reality, robotics, internet of things (IoT), data science, cloud and blockchain. The programme also helps participants understand fully how these technologies can be leveraged to enhance the workforce and help companies to digitally transform. TRANSFORM also enhances the uniquely human skills which play a critical role in embedding innovation.

With over 900 Dell participants in Cork, Limerick, and Dublin - including more than 300 managers - TRANSFORM has resulted in the development of 190 innovation projects. The programme's success has significantly enhanced Ireland's reputation across the Dell global group, supporting the continued growth and retention of the workforce in Ireland.



“Enabling our staff to progress and excel in areas and competencies, which will drive our company and the customers that we serve, is one of our highest priorities. TRANSFORM from Digital Skillnet enables us to pivot our talent point towards the workplace of the future.”

Declan Nolan
Senior Director, Dell Technologies Services

What WE DO

1. We help businesses solve their short term business challenges.

The business environment is constantly changing. We support businesses in solving their talent challenges whether that's a particular skills demand or navigating changing business conditions such as increased automation or entering new markets.

2. We develop Ireland's workforce for long term success.

We're constantly evaluating the business landscape and developing the talent it demands. Our solutions develop the leaders and workforce needed to tackle today's biggest challenges.

3. We drive business innovation.

From product development to operational excellence, innovation keeps businesses thriving and competitive. We support companies in understanding what innovation means for them and in bringing it to life in their businesses.

4. We build business networks and clusters.

There's power in numbers. We connect businesses and professions, and support the sharing of information, knowledge and best practice.

Boosting competitive advantage through talent development



The rapid growth of the animation sector in Ireland has highlighted the need to attract and develop specialist talent within the sector.

Kilkenny-based Cartoon Saloon is a five-time Academy Award, Golden Globe, BAFTA and Emmy nominated animation studio. Despite its high-standing within the sector internationally, Cartoon Saloon, like most animation studios, is faced with the persistent challenge of attracting and retaining talent in a sector where the demand for people is increasingly high.

Recognising this critical need, Cartoon Saloon has worked in partnership with Animation Skillnet to develop programmes and masterclasses focusing on leveraging emerging creative technologies and insights from leading experts to respond effectively to the changes influencing the sector. This collaborative model is supporting Cartoon Saloon's innovation journey and strategic approach to developing the people who drive the business forward, while also boosting the Cartoon Saloon's competitive advantage on a global scale.

“People love being invested in and we’re very happy to look at the future plans that a crew member might have so not only to work on developing talent for what they’re doing right now, but to work with them on the plan for where they’re heading in the future. People are happy to stay in an organisation that sees that there is a future for them in it.”

Catherine Hehir-Roycroft
Chief Operations Office, Cartoon Saloon

Designed for BUSINESS

We believe that businesses know their own needs best. To support companies in developing the talent they need, we partner directly with Ireland's leading industry bodies and the businesses they represent. Together, through our joint-investment model we invest over €70m in talent development each year, supporting over 20,000 companies.

We partner with industry through both our Skillnet Business Networks and targeted national talent initiatives.



Skillnet Business NETWORKS

Core to our partnership model
are our Skillnet Business Networks.

Each a cluster of companies from the same sector or region, over 70 Skillnet Business Networks take a collective approach to developing talent – engaging directly with companies to identify their needs and developing customised supports to meet the specific demands of these businesses.

Skillnet Business Networks are deeply attuned to the unique needs of the businesses they support. They offer a wide range of talent programmes in many formats designed to address talent gaps and build competencies for today's business challenges.

Located throughout Ireland, our team of Business Network Managers ensure each business can make effective connections and access the talent and upskilling support they need. Individual businesses can access our supports directly through our Skillnet Business Networks and contact details for each Network is available at www.skillnetireland.ie/all-networks





Our INITIATIVES

To address major challenges that have the potential to impact every business and worker, we've created a series of national programmes addressing a range of issues including climate action, accelerating digital transformation, business leadership and innovation. These include;



Climate action is presenting significant change - and opportunity - for businesses in Ireland. Climate Ready equips businesses with the practical skills and knowledge they need across a range of critical areas to prepare for this change - delivering real results for our economy, workforce and climate.



Strengthening our innovation ecosystem requires talent. Future Dynamics enables our industry partners to sustain Ireland's competitive edge in talent by developing new tools to address emerging talent gaps, develop new competency frameworks, undertake workforce design research and many other innovation-based projects.



MentorsWork is essential to driving sustainable long-term recovery across the SME sector. Through expert mentoring and business supports targeted at their specific needs, MentorsWork helps business owners and managers navigate the challenges they face including strategic planning, financial management, digital transformation and examining new business models.



Skills Connect helps businesses meet emerging talent needs while helping workers develop the skills that are in demand from business. Designed in partnership with enterprise, Skills Connect focuses on growth sectors and developing skills that are transferable across multiple sectors. The programme offers bespoke training solutions that support rapid reskilling and re-entry into the workforce.

Information on accessing our national programmes is available at www.skillnetireland.ie



Building Best-in-Class Talent for Competitive Advantage

A global leader in biopharmaceuticals, Gilead Sciences Ireland (GSI) employs over 300 people and is responsible for manufacturing, quality control, packaging and the distribution of the company's products across the EU.

Faced with the challenges of increased regulation, serialisation of products, new customer and market demands including the impact of Brexit, GSI sought to improve operational excellence by participating in training from the MÓR™ Benchmarking Model - the operational excellence benchmarking model devised by industry members of the Irish Medtech Association, with related training developed by Irish Medtech Skillnet. Used as a 'best-in-class' indicator for companies of all sizes and from across different sectors, the model measures performance in the area of lean manufacturing.

GSI have undertaken the 'Driving Operational Excellence through Lean Leadership' training through the model, supported by Irish Medtech Skillnet. To date, the company has recorded savings of €1.5m annually through their operational excellence programme and adoption of the MÓR™ Benchmarking Model.

GSI has also upskilled in the areas of good manufacturing processes (GMPs), quality risk management (QRM), digitalisation, and best practice visits with the support of BioPharmaChem Skillnet and Advanced Productivity Skillnet. By working with multiple Skillnet Business Networks, companies can maximise their capacity to build the talent and network needed for enhancing their competitive advantage.



“We created a cross functional team on site for the exercise and gained a lot of insights through honest conversation. The neutral advice from the consultant was valuable and the benefit of that advice is yielding results for the business. Taking part accelerated the team performance. It’s setting us up now to go to the next level in becoming world class.”

John O’Shea
Operational Excellence Manager,
Gilead Sciences Ireland



Crafting targeted solutions for diverse business needs

Our position between industry and Government enables us to bring together State Agencies, employers and academia to deliver the most impactful talent and business solutions.

Our team contains subject matter experts in a range of fields including organisation and workforce design, people development and innovation building.

Responsive, experienced and willing to go the extra mile, we're focused on ensuring companies can continue to thrive.

By partnering with us, you can leverage our expertise and funding to build a world-class talent pipeline.

Our work includes:

- We will deliver digital talent programmes to over 12,000 workers across multiple sectors and develop the technical talent Ireland needs to lead in AI and cybersecurity.
- Data insights from research on cybersecurity are helping multinational companies and SMEs to strengthen their cybersecurity capacity and talent.
- Our Medtech companies collaborated to build vital talent and networks and created the new 'Design Innovation for the Cardiovascular Sector' programme.
- Our expert conferences bring new ideas and our best practice visits enable companies to witness the operational excellence and advanced manufacturing processes of global organisations.
- A suite of innovative programmes and research were designed to help retailers capitalise on digital opportunities and to grow their businesses online.

Who we WORK WITH

Each year, we partner with over 20,000 companies throughout Ireland to ensure they have the talent they need to grow. Through our more than 70 Skillnet Business Networks and our national talent initiatives, we support businesses of all sizes in every sector and region.

We partner with more than 1,200 foreign direct investment (FDI) firms to support their talent needs, with a strong focus on medtech, biopharma, technology, manufacturing and international financial services.

We also support a wide range of SMEs across the country. We encourage any businesses or business leaders who are new to Skillnet Ireland to connect with us and explore the supports we can offer your business.

“The main challenge in running a business is having a fresh outlook or expertise to draw on from outside the business. MentorsWork helped us determine what to prioritise and how to eliminate things that may not require a focus straight away.”

Dave Byrne,
Managing Director, Dualtron

Companies we WORK WITH

A world class workforce can make Ireland the greatest country in the world to do business.

Each year, we partner with over 20,000 companies, including 1,200 FDI firms, throughout Ireland to ensure they have the talent they need to grow.

“Technology Ireland Digital Skillnet really takes the time to understand and tackle our specific business needs - and create real-world solutions that drive tangible business metrics and outcomes.”

Denis English, Version 1

“Green Tech Skillnet provides an invaluable insight into the key and emerging strategic issues faced by operators in the wind industry.”

Robert Spicer, ABO Wind OMS Ireland

“IT@Cork Skillnet has become a key strategic business partner in terms of the continuous development a comprehensive technical training programme for our staff.”

James Trindle, McAfee

“The knowledge-sharing opportunities provided by ICBE Business Skillnet is an invaluable way to learn from and benchmark against other companies.”

Eileen Walsh, Boston Scientific



“Space Industry Skillnet is a very flexible organisation. It’s very easy to work together to develop exactly what the industry needs. They listen to us, we tell them these are the kind of things we need to develop our people on and they will go out and find the trainers and build the courses around our needs.”

Diarmuid Corry,
Chief Technical Office, Réaltra Space
Engineering Systems

Partners we **WORK WITH**

We partner with over 60 trade and industry associations – including Ireland’s leading industry bodies, Chambers of Commerce, and other industry clusters - to ensure Skillnet Ireland is deeply attuned to the current and future needs of Irish business. Built on partnership, this approach enables us to provide a diverse range of business-focused supports.

Industry partners we work with include:

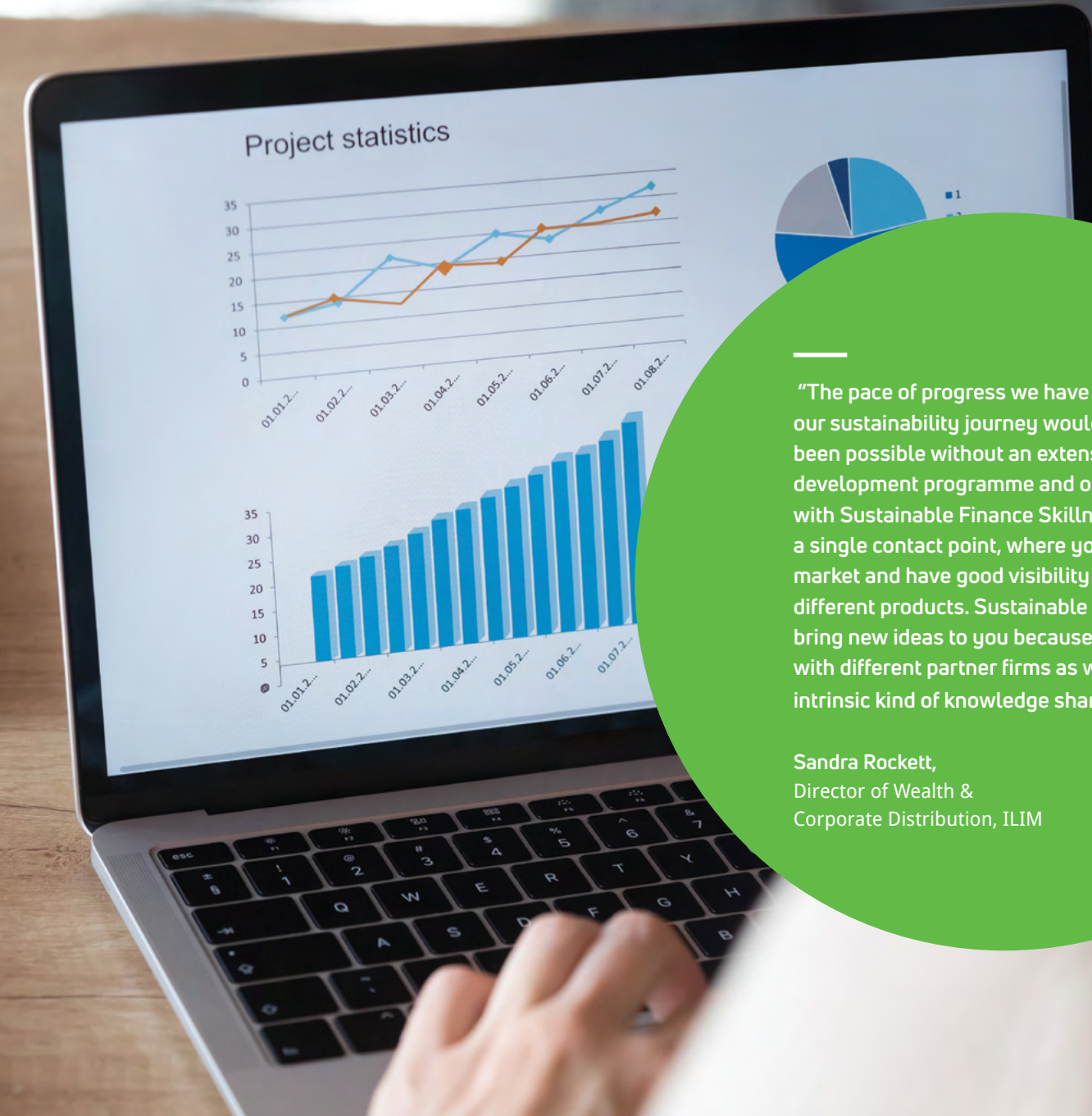
				
				
				
				

Building ESG and responsible investing capability



Irish Life Investment Managers (ILIM) is at the forefront of the sustainable finance agenda in Ireland. Sustainable Finance Skillnet partnered with ILIM to develop the first industry focussed framework of talent development around responsible investing and sustainable finance that is both intertwined with the overall objectives of the business and aligned to the various business functions.

To-date, the collaborative, cost-sharing partnership has resulted in the roll-out of three bespoke programmes in sustainable finance and responsible investing. Initially focusing on developing specialist expertise within the fund management and distribution teams in 2019, programmes were extended to the wider employee base of over 200 people in 2020, and most recently to ILIM's wide network of partners and external stakeholders.



“The pace of progress we have made on our sustainability journey would not have been possible without an extensive talent development programme and our engagement with Sustainable Finance Skillnet. They provide a single contact point, where you can scan the market and have good visibility over a breadth of different products. Sustainable Finance Skillnet bring new ideas to you because they’re working with different partner firms as well. You get an intrinsic kind of knowledge sharing happening.”

Sandra Rockett,
Director of Wealth &
Corporate Distribution, ILIM

Sectors WE SUPPORT

TECHNOLOGY (ICT / SOFTWARE / IOT)

- IT@Cork Skillnet
- ITAG Skillnet
- MIDAS Electronic Systems Skillnet
- Technology Ireland ICT Skillnet
- Technology Ireland Digital Skillnet

ADVANCED MANUFACTURING

- Cobotics Skillnet
- First Polymer Training Skillnet
- ICBE Advanced Productivity Skillnet
- ICBE Business Excellence Skillnet
- Irish Medtech Skillnet
- MIDAS Electronic Systems Skillnet

FINANCIAL SERVICES

- Certified Public Accountants (CPA) Ireland Skillnet
- International Financial Services (IFS) Skillnet
- Law Society Skillnet
- Sustainable Finance Skillnet

FOOD & DRINK

- Food Drink Ireland Skillnet
- National Organic Training Skillnet
- Rural Food Skillnet
- Taste4Success Skillnet

MEDICAL TECHNOLOGY

- Connected Health Skillnet
- Irish Medtech Skillnet

BIO-PHARMACEUTICALS

- BioPharmaChem Skillnet
- Irish Medtech Skillnet

ENGINEERING

- Aviation Skillnet
- Engineering Skillnet
- MIDAS Electronic Systems Skillnet
- Space Industry Skillnet

GLOBAL BUSINESS SERVICES

- Next level Skillnet
- Technology Ireland ICT Skillnet

ENERGY

- Green Tech Skillnet
- Lean & Green Skillnet

RETAIL

- Retail Ireland Skillnet
- ISME Skillnet

See page 36 for other sectors
Skillnet Ireland supports.



“In the rapidly growing and changing renewable energy sector, bridging the talent and skills gap in the sector is essential if Ireland is to meet its ambitious renewable energy targets for 2030. Skillnet Ireland is an invaluable resource for the energy sector in Ireland and has been an integral part of the talent development plans of our company. The unrivalled access to the best trainers and most up-to-date expertise has been a major benefit to our business and the businesses we work with.”

Brendan Heneghan,
Operations Director, Ionic Consulting

Sectors **WE SUPPORT**

AGRI-FOOD

- Farm Business Skillnet
- Food Drink Ireland Skillnet
- ICOS Skillnet
- Macra Agricultural Skillnet
- National Organic Training Skillnet
- Rural Food Skillnet
- Taste4Success Skillnet
- XL Vets Skillnet

LOGISTICS & TRANSPORT

- CILT Skillnet
- SIMI Skillnet

MEDIA/CREATIVE

- Animation Skillnet
- Design Skillnet
- Design, Print & Packaging Skillnet
- Gréasán na Meán Skillnet
- Immersive Technology Skillnet
- Learning Waves Skillnet
- Screen Skillnet

TOURISM, HOSPITALITY & LEISURE

- Irish Hotels Federation Skillnet
- Leisure, Health & Fitness Skillnet
- Restaurant & Hospitality Skillnet

CONSTRUCTION

- CITA Skillnet
- Construction Professionals Skillnet
- Industry 4.0 Skillnet

SERVICES

- IMAGE Skillnet
- Leading Healthcare Providers Skillnet
- ISME Skillnet

PROFESSIONAL SERVICES

- Certified Public Accountants (CPA) Ireland Skillnet
- ISME Skillnet
- Law Society Skillnet
- National Recruitment Federation Skillnet
- Trainers' Learning Skillnet

MIXED SECTOR BUSINESS NETWORKS

- Carlow Kilkenny Skillnet
- Cork Chamber Skillnet
- County Tipperary Skillnet
- Duhallow Skillnet
- Dundalk Chamber Skillnet
- Fingal Dublin Chamber Skillnet
- Galway Executive Skillnet
- Inishowen Skillnet
- Limerick Chamber Skillnet
- M1 - Drogheda Chamber Skillnet
- Midland Border East Skillnet
- Next Level Skillnet
- Positive2Work Skillnet
- Role Skillnet
- Rural Enterprise Skillnet
- Shannon Chamber Skillnet
- Sligo Chamber Skillnet
- South Kerry Skillnet
- South West Gnó Skillnet
- Tech NorthWest Skillnet
- Sligo Chamber Skillnet
- Waterford Chamber Skillnet
- Wexford Chamber Skillnet

See page 32 for other sectors Skillnet Ireland supports.

Contacting Skillnet Ireland

Your business is our business.
We are here to help.

Contact the Skillnet Business Networks in your sector or region for details of our upskilling supports:

www.skillnetireland.ie/our-networks

To learn more about the Skillnet Ireland model and business supports we offer visit:

www.skillnetireland.ie

Skillnet Ireland
5th Floor Q House,
Furze Road, Sandyford,
Dublin 18
Ireland, D18 E268

T + 353 1 2079630
E info@skillnetireland.ie

skillnetireland.ie



An Roinn Breisoideachais agus Ardoideachais,
Taighde, Nuálaíochta agus Eolaíochta
Department of Further and Higher Education,
Research, Innovation and Science

