

## Further Training at Unicorn

### Fortnightly Training sessions

Regular themes include product knowledge (e.g. tea, wine, grains, fats, seasonal produce), ethics (consensus decision making, donation guidelines, veganism), and refreshers on about specific areas of the shop (Packing, Picking, Till, Margins & pricing, Marketing). In addition, certain topics arise yearly at least):

- Christmas planning
- Christmas post-mortem
- Health and safety
- Customer care
- Risk assessment
- Members Meeting prep
- Finances: Cash flow, forecasts, budgets, accounts
- Personnel systems
- Training opportunities
- Communication
- Structure review

### External training ideas

#### IT

- Microsoft Word, Excel, Access, Typing (e.g., Key Training)
- Payroll, accounting or till software (e.g., Pass Training)
- Graphic and website design programmes (e.g., WEVH, SkillPath)

#### Working methods and background information

- Minute Taking, Chairing (e.g., Co-operative College, C-Change)
- Employment Law and Personnel Conferences (e.g., Inland Revenue, CIPD, Directory for Social Change, ACAS, North West Business Access)
- Forklift basic training
- Health and Safety, Environmental Health consultant
- Basic Food Hygiene (e.g., Learn Direct)
- Manual Handling
- Stock management
- Negotiation Skills
- Retailing (e.g., Business Link)
- Marketing
- Wine tasting (e.g., Wine Education Service), Nutrition, etc.

#### Visits (suppliers/similar businesses)

- Fresh produce suppliers (including suppliers in Europe)
- Other co-operatives/food retailers/suppliers: Essential, Suma, Greencity Wholefoods, Village Bakery, Unicorn!
- Centre of Alternative Energy

#### Events

- Biofach Organic Food Fair, Natural Products, other food fairs
- Co-op Congress, other co-operative events