

Chamber Training

2023/24



www.northants-chamber.co.uk

www.chambermk.co.uk





Introduction.

The Northamptonshire Chamber and Milton Keynes Chamber are a respected provider of an extensive range of business-related training courses and bespoke training packages, both with one aim – to improve and develop the skills and knowledge of your business and its employees. We work in partnership with our members who are local, proven, training professionals. We also offer our Chamber members a significant discount on all scheduled courses. We offer a range of courses across 4 main categories:

Sales & Marketing

The Business Toolkit

Management & Personal Development

International Trade

This means that there is a training course for everyone across all industries and job roles.

Call the Training Team to discuss your training requirements
01604 490490 or email training@northants-chamber.co.uk

Don't forget to follow us on LinkedIn for all the updates on our upcoming training courses:



[@NorthamptonshireChamberOfCommerce](#)



[@MiltonKeynesChamberOfCommerce](#)

Training & Membership Benefits

- To improve and develop skills and knowledge
- Motivation of staff
- Retention of staff
- Increased productivity
- Develops future leaders



MEMBERSHIP BENEFITS

PROFILE - WE'LL HELP TO RAISE YOURS

Raise your company profile via our online promotional tools, events and in business magazine.

SAVINGS - WE'LL HELP YOU REDUCE OVERHEADS

Save your business money by accessing our range of cost-saving services.

TRAINING - IMPROVING EMPLOYEE SKILLS

Equip your workforce with the latest skills and techniques with access to a range of discounted training courses.

REPRESENTATION - WE'RE ON YOUR SIDE

Your Chamber lobbies on your behalf, locally through our MP's and Local Authorities and nationally through the British Chambers of Commerce.

PROTECTION - SECURITY & PEACE OF MIND

Helping you to protect your business and make informed decisions.

INTERNATIONAL TRADE - UNLOCK YOUR GLOBAL POTENTIAL

Supporting you to take your business global with our expert International Trade Advisors.



+44 (0) 1604 490490 (Northants)

+44 (0) 1908 733082 (MK)



Aspiring Leaders is an interactive development programme, which has been recognised by CMI, and is aimed at individuals who are preparing to take their first step into a leadership or management role. The programme is delivered through a blended learning approach whereby theory is taught through practice, experience is shared and technology is utilised to provide realistic scenarios.

1 day face to face immersive workshop

This is an interactive workshop using real life business scenarios to allow you to learn and practice various team management and leadership techniques, including:

- Leadership Skills and Team Management
- Problem Solving
- Planning
- Communication
- Conflict Management
- Personal Development
- Stakeholder Engagement

1 hour self directed learning

Videos will be provided for you to watch in your own time and at your own pace. The following topics will be covered:

- Inclusion and Diversity
- Unconscious Bias
- Team and Self Well-being

2 hour online development session (approx. 3 weeks after 1 day face to face workshop)

This is an opportunity to focus in more detail on:

- Managing Individuals
- Creating and maintaining Personal Development Plans (PDPs)
- During the session you can discuss any situations that may have arisen since the last course, collaborate with others and discover what tools and techniques could be used to overcome these.



60 minute mentoring with an experienced member of the team. Use this time to discuss your PDP, career next steps and seek any other help and advice you may find useful.

OFFER

If you are aged 18 - 30, and you are not a member of Next Generation Chamber, by enrolling onto this course, you will receive 1 year's membership complimentary. Please scan the QR code to find out more information about the Next Generation Chamber.

Already a member of the Next Generation Chamber? You'll receive 10% off the member price shown below.



Delegate prices:
Member: £600 + VAT | Non-Member: £750 + VAT



RECOGNISED



This comprehensive programme, delivered over 9 x half day modules, is essential for anyone who needs to develop their leadership skills, increase their management ability and boost their confidence in developing others and receive recognition from the ILM for doing so. The content of our course is highly practical rather than being academic and is pitched at the equivalent of the Level 5 qualification.

Our Engaging Leadership course is delivered by an Approved Centre for the ILM (which is part of City & Guilds). This means that the course is recognised and quality assured by the ILM, who are the UK's top leadership and management qualifications specialist. Assignments (in the form of action plans and video blogs) will be set at the end of each module to measure the participant's progress.

Successful completion of the course will result with the award of an ILM certificate and digital credential.

Overview of the 9 modules:

- Leadership Behaviours
- Customer Excellence
- Performance Management
- Team Building
- Motivational Coaching
- Emotional Intelligence
- Leading Change
- Influencing & Negotiating
- Presentation Skills

Please note successful completion of all 9 workshops is required to attain ILM Recognition.

Delegate Prices:

Members £2,299 + VAT

Non Members £2,799 + VAT

For more information on the ILM course, visit our website or give the team a call on 01604 490490.

Sales & Marketing

Sales Meeting Skills (full day, classroom)

Dates: 2023 - 20th September | 2024 - 19th March

Cost: Members £249 + VAT | Non-Members £319 + VAT

This course will support the delegate in achieving an effective sales meeting that will have an immediate impact on the business, looking into why face to face meetings are important, how to plan, prepare and handle a sales meeting/negotiation and close a meeting to win the business.

LinkedIn as a Sales Tool (half day, online)

Dates: 2023 - 8th June & 5th December

Cost: Members £150 + VAT | Non-Members £199 + VAT

This course is designed to support the delegate to generate quality sales leads through LinkedIn. By the end of this workshop delegates will: Have a 'sales-ready' LinkedIn profile, understand how to use your company page content to increase your reputation and build relationships, understand how to use LinkedIn pro-actively and strategically to create strong sales leads and get results.

Telephone Sales Skills (full day, classroom)

Dates: 2023 - 6th July | 2024 - 11th January

Cost: Members £249 + VAT | Non-Members £319 + VAT

An effective telesales call is not just about picking up the phone and "going for it"; to win business and achieve your call objectives it needs to capture your prospect's attention, build rapport over the phone with the use of communication techniques and adapting to different personality types. This workshop is designed to show you how to effectively use the concept of upselling and cross selling for effective telesales that will have an immediate impact on the business.

Sales Planning for Success (half day, online)

Dates: 2023 – 14th June & 7th November

Cost: Members £150 + VAT | Non-Members £199 + VAT

During this half day course delegates will understand how to create and manage a sales plan. It will look into the importance of having a regular pipeline of leads, how to build this and use it to direct revenue into your business. By the end of the course delegates will understand who their target market is, know how their business benefits them and be confident in the value this gives. Delegates will prepare a sales plan to take away with them to use immediately.

How to Win Business using Social Media (full day, classroom)

Dates: 2023 – 18th October | 2024 – 15th February

Cost: Members £249 + VAT Non-Members £319 + VAT

This course is suitable for marketing individuals/teams within a business, it's designed to develop your skills and help you to fully understand and maximise social media to its potential to benefit your business. The session enables those who use Facebook, Twitter, Instagram and/or LinkedIn to gain skills and an understanding of the power of social media and utilise the skills learnt immediately.

“

The course content, flexibility, arrangements through the Chamber & Trainers have been outstanding. Through this training and in particular the standard of the Trainers, we have already seen a return on our investment. We will be booking more training through the Chamber, our whole experience has far exceeded our expectations!

- Aircare Compressor Services Limited

The Business Toolkit

Level 2 Health & Safety in the Workplace (full day, classroom)

Dates: 2023 - 11th July & 10th October

Cost: Members £249 + VAT | Non-Members £319 + VAT

The most basic requirement of any workplace is that it is a safe place to work! This course provides solid and essential knowledge for any employee working in any area of the business, including how to identify potential hazards, how to report potential health and safety problems and how to work in safe and healthy manner. Good health and safety relies on employers and their employees working together.

Emergency First Aid at Work (full day, classroom)

Dates: 2023 - 13th June & 2nd November

Cost: Members £249 + VAT | Non-Members £319 + VAT

This full day course trains attendees to be able to administer an appropriate level of emergency first aid to anyone who is ill or injured in the workplace. The course teaches the appropriate level of first aid required in low-risk businesses under the HSE 1981 Legislation. In addition, as part of the course students are assessed to ensure they understand and would be able to fulfil the role of first aider within their workplace.

Understanding ISO 9001 (full day, classroom)

Dates: 2023 - 11th May | 2024 - 6th February

Cost: Members £249 + VAT | Non-Members £319 + VAT

This course will inform the delegates of the realities of implementing and managing ISO 9001, the fundamental requirements, timescales, costs, resources and dispel misconceptions. On completion of this course delegates will be better prepared for the implementation process and be able to plan their implementation project more effectively. Delegates will feel more assertive about the audit process and more confidence in appointing and working with a consultant.

Introduction to Excel (full day, online)

Dates: 2023– 18th April

Cost: Members £249 + VAT | Non-Members £319 + VAT

Excel is a multi-functional tool that can aid in a number of business functions. It is useful for creating databases of customers and suppliers or can be used for financial reporting. The pace of this course will suit those with little or no knowledge of the programme. By the end of this course, delegates will be able to navigate Excel with confidence, create simple spreadsheets and edit it using a variety of quick and effective methods learnt on the course.

Intermediate Excel (full day, online)

Dates: 2023 - 2nd May, 3rd October | 2024 - 23rd January

Cost: Members £249 + VAT | Non-Members £319 + VAT

Anyone who is familiar with the basic features of Excel together with basic formulas will benefit from attending this course. This course places great emphasis upon the importance of understanding how to build the spreadsheet correctly with Dynamic Ranges. It is therefore important that participants are at the appropriate level to ensure a good learning experience.

Advanced Excel (full day, online)

Dates: 2023 - 30th May and 21st November | 2024 - 27th February

Cost: Members £249 + VAT | Non-Members £319 + VAT

Do you already have good knowledge of Excel? Then this one's for you! This course builds on your prior knowledge and will progress you further by using some of the more complex Excel functions, bringing your ability to a new level using new formulas and analysing data effectively.

Building Workplace Resilience (half day, classroom)

Dates: 2023 - 5th September | 2024 - 6th March

Cost: Members £150 + VAT | Non-Members £199 + VAT

The purpose of this course is to build employee resilience and promote physical, social and mental wellbeing at work. It covers mental health awareness, psychological safety, emotional and mental fitness, financial resilience, positive relationships and lived experience. Anyone and everyone will benefit from attending this course.

Sales & Marketing

	Apr 23	May	June	July	August	Sep	Oct	Nov	Dec	Jan 24	Feb	Mar	Member (+VAT)	Non Member (+VAT)
Sales Meeting Skills (C)						20						19	£249	£319
LinkedIn as a Sales Tool (½ day, O)			8						5				£150	£199
Telephone Sales Skills (C)				6						11			£249	£319
Sales Planning for Success (½ day, O)			14					7					£150	£199
How to Win Business using Social Media (C)							18				15		£249	£319

The Business Toolkit

Level 2 Health & Safety in the Workplace (C)				11			10						£249	£319
Emergency First Aid at Work (C)			13					2					£249	£319
Understanding ISO 9001 (C)		11									6		£249	£319
Introduction to Excel (O)	18												£249	£319
Intermediate Excel (O)		2					3			23			£249	£319
Advanced Excel (O)		30						21			27		£249	£319
Building Workplace Resilience (½ day, C)												6	£150	£199

Find out more here:



northants-chamber.co.uk/training



chambermk.co.uk/training

Training Calendar 2023/24

Management & Personal Development

	Apr 23	May	June	July	August	Sep	Oct	Nov	Dec	Jan 24	Feb	Mar	Member (+VAT)	Non Member (+VAT)
Successful Supervisory Management (C)	26 & 27			12 & 13			11 & 12			24 & 25			£549	£699
Assertiveness Skills (C)					21					16			£249	£319
How to Hold Difficult Conversations (½ day, C)				19							28		£150	£199
Leading Hybrid Teams (C)			15							30			£249	£319
Effective Appraisal Skills (½ day, C)				4								27	£150	£199
Managing Your Workload (C)		10					19						£249	£319
The Fundamentals of Project Management (C)			6					14					£249	£319
Conflict Management (C)						5						5	£249	£319
Confident Customer Service (C)		17						8					£249	£319
Presentation Skills (½ day, C)			7								7		£150	£199

International Trade

Customs Procedures and Documentation including Rules of Origin (O)		3				27					7		£319	£389
Import Procedures including IP & OP (O)			28			12						13	£319	£389
Letters of Credit & Methods of Payment (O)				20						23			£319	£389
Understanding Export & Export Documentation (O)			6				17					28	£319	£389
Incoterms (½ day, O)				5						9			£199	£249
Commodity Codes (½ day, O)		25						29					£199	£249

Management & Personal Development

Successful Supervisory Management (2 days, classroom)

Dates: 2023 - 26th & 27th April, 12th & 13th July, 11th & 12th October

2024 - 24th & 25th January

Cost: Members £549 + VAT | Non-Members £699 + VAT

This two-day course is appropriate for any supervisors, team leaders and anyone who manages staff and is responsible for the work of others. The course will support you in developing your skills to enable you to manage and motivate people effectively and productively, build a strong foundation of key management skills, develop a better understanding of how to influence your staff and identify areas of personal strength and areas for further development.

Assertiveness Skills (full day, classroom)

Dates: 2023 - 21st September | 2024 - 16th January

Cost: Members £249 + VAT | Non-Members £319 + VAT

At some time or other most of us give in to people in authority or to those who are dominant or difficult. It stops us achieving our own goals and can leave us feeling inadequate, stressed and angry. This course identifies the behaviour patterns that lead to these situations. You will practise a new set of behaviour patterns to enable you to be in control in interpersonal situations

How to Hold Difficult Conversations (half day, classroom)

Dates: 2023 - 19th July | 2024 - 28th February

Cost: Members £150 + VAT | Non-Members £199 + VAT

This course will help delegates to identify what it may be that's preventing them from having difficult conversations and provide them with strategies to handle these conversations effectively. This course is built around the impact of behaviours and communication, what makes a conversation difficult and how to approach a difficult conversation more positively.

Leading Hybrid Teams (full day, classroom)

Dates: 2023 - 15th June | 2024 - 30th January

Cost: Members £249 + VAT | Non-Members £319 + VAT

The shift to hybrid working has had a substantial impact on managers. This course supports managers and supervisors to develop skills required to effectively manage diverse teams, adapt their management style to meet differing circumstances whilst understanding key elements of staff motivation. It offers a wide context and many benefits to an organisation to continue their delivery of great customer service and supportive teamwork.

Effective Appraisal Skills (half day, classroom)

Dates: 2023 - 4th July | 2024 - 27th March

Cost: Members £150 + VAT | Non-Members £199 + VAT

Appraisals are a key part of performance management. This session explains why we do appraisals, what preparation is needed and puts a structure around the communication skills needed during appraisal meetings. The aims of this course are to provide business owners, managers and leaders with the skills needed to approach appraisals with confidence during the preparation, planning and delivery of an appraisal.

Managing Your Workload (full day, classroom)

Dates: 2023 - 10th May & 19th October

Cost: Members £249 + VAT | Non-Members £319 + VAT

Anyone across the business with a need to set priorities and make best use of the available time would benefit from attending this course, it offers you abilities and strategies to make a real impact upon your time management skills and motivate you to be able to organise your workload with appropriate time given to balance activities effectively. If you are a busy individual looking to make the best use of your time, this course is for you!



The Fundamentals of Project Management (full day, classroom)

Dates: 2023 - 6th June & 14th November

Cost: Members £249 + VAT | Non-Members £319 + VAT

This course equips delegates with the fundamental principles of project management and will enable you to manage change successfully within your organisation. Looking at both the technical and behavioural skills required to be effective in a project environment and to be able to make a positive contribution to any project. This course provides an awareness of project management terminology and a comprehensive introduction into the project management role.

Conflict Management (full day, classroom)

Dates: 2023 - 5th September | 2024 - 5th March

Cost: Members £249 + VAT | Non-Members £319 + VAT

This one day course has a mixture of theory and practical exercises designed to help you create more effective outcomes when dealing with situations. By the end of this course delegates will be able to understand and appreciate why conflict exists, know how to deal with difficult situations, have the tools to diffuse conflict before it arises and have an appreciation and understanding of the other persons point of view.

Confident Customer Service (full day, classroom)

Dates: 2023 - 17th May & 8th November

Cost: Members £249 + VAT | Non-Members £319 + VAT

In this competitive economy it is essential that you attract and keep clients. Customer service is a critical part of this process. Whether you are handling customers face to face or over the phone it is essential that you master the skills and confidence to keep the conversation flowing, obtain important information that leaves the customer with a great lasting impression of your company.

Presentation Skills (half day, classroom)

Dates: 2023 - 7th June | 2024 - 7th February

Cost: Members £150 + VAT | Non-Members £199 + VAT

This course is for anyone who wishes to develop their presentation skills further or who may be new to presenting, it offers techniques to ensure that every time you present, whether that be round a table, to a large or small audience, a group of colleagues, face to face or online that you make a powerful and memorable impact.

International Trade Training

This training is ideal for those new to trading internationally or who need to update their knowledge. We have created a suite of training courses to explain the processes involved to develop business opportunities in overseas markets.

If you're looking for something more bespoke, please contact us. We specialise in developing customised training packages tailored specifically to the needs of your business.

For more information, please contact the Training Team on 01604 490490 or email training@northants-chamber.co.uk.

BCC Foundation Award

During each course, the candidates must demonstrate knowledge of the subject, and their performance is marked by an external assessor through completion of assessment sheets. Each successfully completed assessment sheet is worth 1 credit. Once the delegate achieves 6 credits, they will achieve a nationally recognised BCC Certified Foundation Award in Exporting.



International Trade

Customs Procedures and Documentation including Rules of Origin

(full day, online)

Dates: 2023 - 3rd May & 27th September | 2024 - 7th February

Cost: Members £319 + VAT | Non-Members £389 + VAT

This course covers the key information required to understand:

- Organisations involved in International Trade
- What is an Export?
- International Documentation and key Information
- Rules of Origin
- Customs Compliance, HMRC – their role, Export Declarations, Customs Procedures
- Import Duties, AEO, Audit, Phased Import Easements, NI Trade

Import Procedures including IP & OP (full day, online)

Dates: 2023 - 28th June & 12th September | 2024 - 13th March

Cost: Members £319 + VAT | Non-Members £389 + VAT

The course provides an overview of the end-to-end import process and reviews all the areas that would be applicable to a new supplier, to include country and supplier risk, payment risk etc. It will review documentation requirements and how to ensure goods are imported successfully to include duty payments and an overview of the available Special Procedures.

Letters of Credit & Methods of Payment (full day, online)

Dates: 2023 - 20th July | 2024 - 23rd January

Cost: Members £319 + VAT | Non-Members £389 + VAT

The course provides an overview of all methods of payment when trading internationally to include the risks and benefits involved. It will then concentrate on the Letter of Credit aspect guiding you through the rules of managing a letter of credit, making sure documents are compliant and payment is successful.

Understanding Export & Export Documentation (full day, online)

Dates: 2023 - 6th June & 17th October | 2024 - 28th March

Cost: Members £319 + VAT | Non-Members £389 + VAT

This course is suitable for beginners who are new to the role or those who work in an export environment but may not have had previous training, the course takes a look at the end-to-end process providing an understanding of the export documentation requirements and shipping using freight forwarders and couriers. By the end of this course, delegates will have gained the confidence that they are completing the correct forms in the correct way for the correct reasons.

Incoterms (half day, online)

Dates: 2023 - 5th July | 2024 - 9th January

Cost: Members £199 + VAT | Non-Members £249 + VAT

This ½ day course is suitable for all those currently working in an export environment or are new to exporting. It will advise attendees on the most appropriate Incoterm® to use for their international transactions. This covers a full update on the changes between 2010 and 2020. It will guide on who has what obligation during a sale including where risk and cost pass from Seller to Buyer during the transaction.

Commodity Codes (half day, online)

Dates: 2023 - 25th May & 29th November

Cost: Members £199 + VAT | Non-Members £249 + VAT

Suitable for complete beginners or experienced operators who feel the need to refresh their knowledge. This course looks at understanding Commodity Codes, why they're needed, and who is responsible. Several practical exercises are included in this course to ensure attendees have a strong understanding of Commodity Codes.

Bespoke Training Service.

We appreciate that training represents a significant investment for your organisation. This is why **Chamber Training** is designed to provide you with a range of flexible options to suit your training needs and your budget.

One of these is our **Bespoke Training Service**.

The Benefits: Four Steps to Successful Bespoke Training

- ✓ A dynamic programme specifically tailored to your requirements.
- ✓ You choose the time and place. If you hold it on your premises you can save valuable time and travel costs.
- ✓ Training is priced by the day and not by the delegate which provides a cost effective solution if you have a number of people with the same training need.
- ✓ The programme will fit within your organisations culture and enhances working relationships and team working between colleagues.

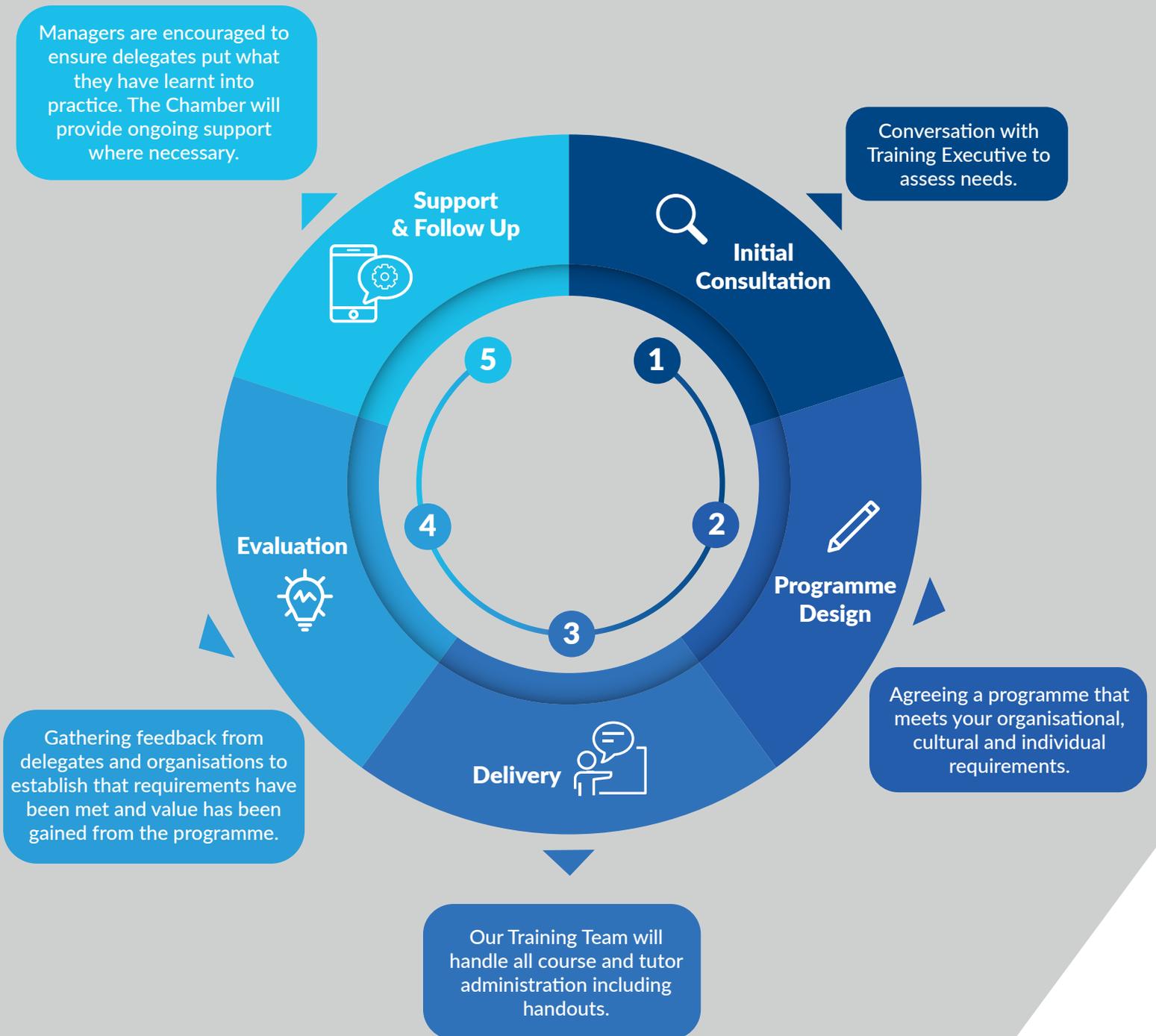
Here are a few examples of the bespoke courses we can offer:

- **Coaching for Managers**
- **Effective Interviewing Skills**
- **Train the Trainer**
- **Autism in the Workplace - For Leaders and Managers**

If the above courses aren't what you're looking for, don't worry! Whatever your training needs, we can help you source a local professional solution, at an affordable price!

The Process.

This Bespoke service offers an affordable solution with significant savings when a number of individuals require development in the same area. Here's how the process works:



“

I was pleased with the quality of the course and certainly feel like I've picked up several tips to help me get the most out of LinkedIn.

Commsave Credit Union



@NorthantsCoC

@ChamberMK



@northantscoc

@mkchamber



training@northants-chamber.co.uk
training@chambermk.co.uk



+44 (0) 1604 490490 (Northants)
+44 (0) 1908 733082 (MK)