

Chamber Training

2025/26



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

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 OVER-HEADS

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.



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.

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: £450 + VAT | Non-Member: £650 + VAT



Institute of Leadership Accredited Engaging Leadership Training Programme



This comprehensive programme, delivered over 9 modules, is essential for anyone who needs to increase their leadership and management skills and boost their confidence in managing and developing others. It is accredited by the Institute of Leadership and is a gateway for you to become a full member of the Institute.

The 9 x ½ day modules will help you to develop your team building skills, influence others and manage change more effectively. Assignments (in the form of action plans) will be set at the end of each module and these will be evaluated as the course progresses.

The style of the training program will be interactive and engaging. The input sessions are based on respected research yet will be highly practical. Skills practice will be an integral part of the training, enabling you to gain greater confidence. Because the training program is approved by the Institute, there will be an element of assessment. This is to ensure accountability and help the demonstrate of return on your investment. It will be conducted in a supportive way.

Our Engaging Leadership training program is delivered by Beyond Theory, who are an approved training provider by the Institute of Leadership. This means that the course is accredited and quality assured by the Institute, who are a highly regarded accrediting body.

The course is aimed at managers and team leaders who want to improve their leadership and management skills and receive recognition from the Institute of Leadership or doing so. The content of our course is highly practical rather than being academic and has been mapped by the Institute of Leadership to Level 5.

Participating on this training program means that you will automatically become a student member of the Institute of Leadership for one year. This will give you access to all of the Institute's resources, including its awarding winning MyLeadership learning platform along with career advice, webinars and podcasts.

Successful completion of the course will result with the award of an Institute of Leadership certificate and digital credentials. You will also be invited to become a full member of the Institute of Leadership, enabling you to use the letters MLoL after your name and enjoy the benefits that being a full member of the Institute brings.

The Institute are a professional body that supports improving leadership and management practice in organisations. They have over 75 years' experience in contributing to the conversation around leadership and management supported by research, insights and over 50,000 members in our community of practice across 70 countries.

Delegate prices:

Member: £2,399 + VAT (£2878.80 inc VAT)

Non-Member: £2,899 + VAT (£3,478.80 inc VAT)

Sales & Marketing

Face 2 face sales skills (full day, classroom)

Dates: 2025 – 24th June | 2026 - 12th February

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

A face-to-face meeting with a prospect is one of the best ways to build rapport, gain an understanding of their issues/problems, effectively demonstrate your solution, and ultimately close to win the business. The purpose of this course is to show you how to achieve this.

LinkedIn as a Sales Tool (half day, online)

Dates: 2025 – 10th April & 2nd 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.





Training Calendar

(C) Classroom (O) Online

Sales & Marketing

	Apr 25	May	June	July	August	Sep	Oct	Nov	Dec	Jan 26	Feb	Mar	Member (+VAT)	Non Member (+VAT)
Face 2 Face Sales Skills (C)			24								12		£249	£319
LinkedIn as a Sales Tool (½ day, O)	10								2				£150	£199

Management & Personal Development

	Apr 25	May	June	July	August	Sep	Oct	Nov	Dec	Jan 26	Feb	Mar	Member (+VAT)	Non Member (+VAT)
Successful Supervisory Management (2 days, C)			4&5				8&9			28&29			£549	£679
Managing Your Workload (C)							16					11	£249	£319
How to Hold Difficult Conversations (½ day, C)			18								4		£150	£199
Confident Customer Service (C)		8						19					£249	£319
Assertiveness Skills (C)						10				14			£249	£319

The Business Toolkit

	Apr 25	May	June	July	August	Sep	Oct	Nov	Dec	Jan 26	Feb	Mar	Member (+VAT)	Non Member (+VAT)
Introduction to Excel (O)	8					16				27			£249	£319
Intermediate Excel (O)			3				22				25		£249	£319
Advanced Excel (O)				17					9			17	£249	£319
Level 2 Health & Safety in the Workplace (C)		22						27					£249	£319

International Trade

	Apr 25	May	June	July	August	Sep	Oct	Nov	Dec	Jan 26	Feb	Mar	Member (+VAT)	Non Member (+VAT)
Understanding Export & Export Documentation (O)	17					2					10		£330	£365
Customs Procedures and Documentation (O)		21					22					18	£330	£365
Incoterms (½ day, O)			12					6					£210	£249
Letters of Credit & Methods of Payment (O)					6					20			£330	£365
Preference Rules of Origin (½ day, O)			26					24					£210	£249
Commodity Codes (½ day, O)				16					4			26	£210	£249
Import Procedures including IP & OP (O)		7				25					26		£330	£365



Management & Personal Development

Successful Supervisory Management (two days, classroom)

Dates: 2025 – 4th & 5th June, 8th & 9th October | 2026 - 28th & 29th January

Cost: Members £549+ VAT | Non-Members £679 + VAT

This course will introduce you to some of the tools and techniques essential to the role of Supervisor/ Manager and to develop the skills to enable you to manage and motivate people effectively and productively.

Managing Your Workload (full day, classroom)

Dates: 2025 – 16th October | 2026 - 11th March

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

This course explores how time is wasted and provides effective strategies to make a real impact upon time management. It includes how leaders can better use time to empower and delegate their people.

How to Hold Difficult Conversations (half day, classroom)

Dates: 2025 – 18th June | 2026 - 4th February

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

The purpose of this course is to help you identify what it may be that's preventing you from having difficult conversations and provide you with strategies to handle them effectively.

Confident Customer Service (full day, classroom)

Dates: 2025 – 8th May & 19th November

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

This course aims to improve customer service within your business and help your team become more confident in their approach and recognising the value they bring to the organisation. Whether you are handling customers face to face or over the phone it is essential that you master the skills to keep the conversation flowing; obtain important information; and ensure your customer – or potential customer – leaves you/the caller with a good impression of your company.

Assertiveness Skills (full day, classroom)

Dates: 2025 – 10th September | 2026 - 14th November

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 leaves us feeling inadequate, stressed or angry. This course identifies the behaviour patterns that lead to these situations. Delegates will practice a new set of behaviour patterns to enable them to better control interpersonal situations.

The Business Toolkit

Introduction to Excel (full day, online)

Dates: 2025 – 8th April & 16th September | 2026 - 27th January

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: 2025 – 3rd June & 22nd October | 2026 - 25th February

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: 2025 – 17th July & 9th December | 2026 - 17th March

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.

L2 Health & Safety in the Workplace (full day, classroom)

Dates: 2025 – 22nd May & 27th November

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.



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

Understanding Export and Export Documentation (full day, online)

Dates: 2025 – 17th April & 2nd September | 2026 - 10th February

Cost: Members £330 + VAT | Non-Members £365 + 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

Customs Procedures and Documentation (full day, online)

Dates: 2025 – 21st May & 22nd October | 2026 - 18th March

Cost: Members £330 + VAT | Non-Members £365 + VAT

This course covers the key information required to understand:

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

Incoterms 2020 BCC (half day, online)

Dates: 2025 – 12th June & 6th November

Cost: Members £210 + 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.

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

Dates: 2025 – 6th August | 2026 - 20th January

Cost: Members £330 + VAT | Non-Members £365 + 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.

Preference Rules of Origin (half day, online)

Dates: 2025 – 26th June & 24th November

Cost: Members £210 + VAT | Non-Members £249 + VAT

This course is recommended for those who already work in international trade but need further training on origin calculations and how this affects sales and purchases.

Commodity Codes (half day, online)

Dates: 2025 – 16th July & 4th December

Cost: Members £210 + 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.

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

Dates: 2025 – 7th May & 25th September | 2026 - 26th February

Cost: Members £330 + VAT | Non-Members £365 + 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.

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This was an excellent course which has significantly increased my knowledge of the areas covered.

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.

The Benefits: Four Steps to Successful Bespoke Training

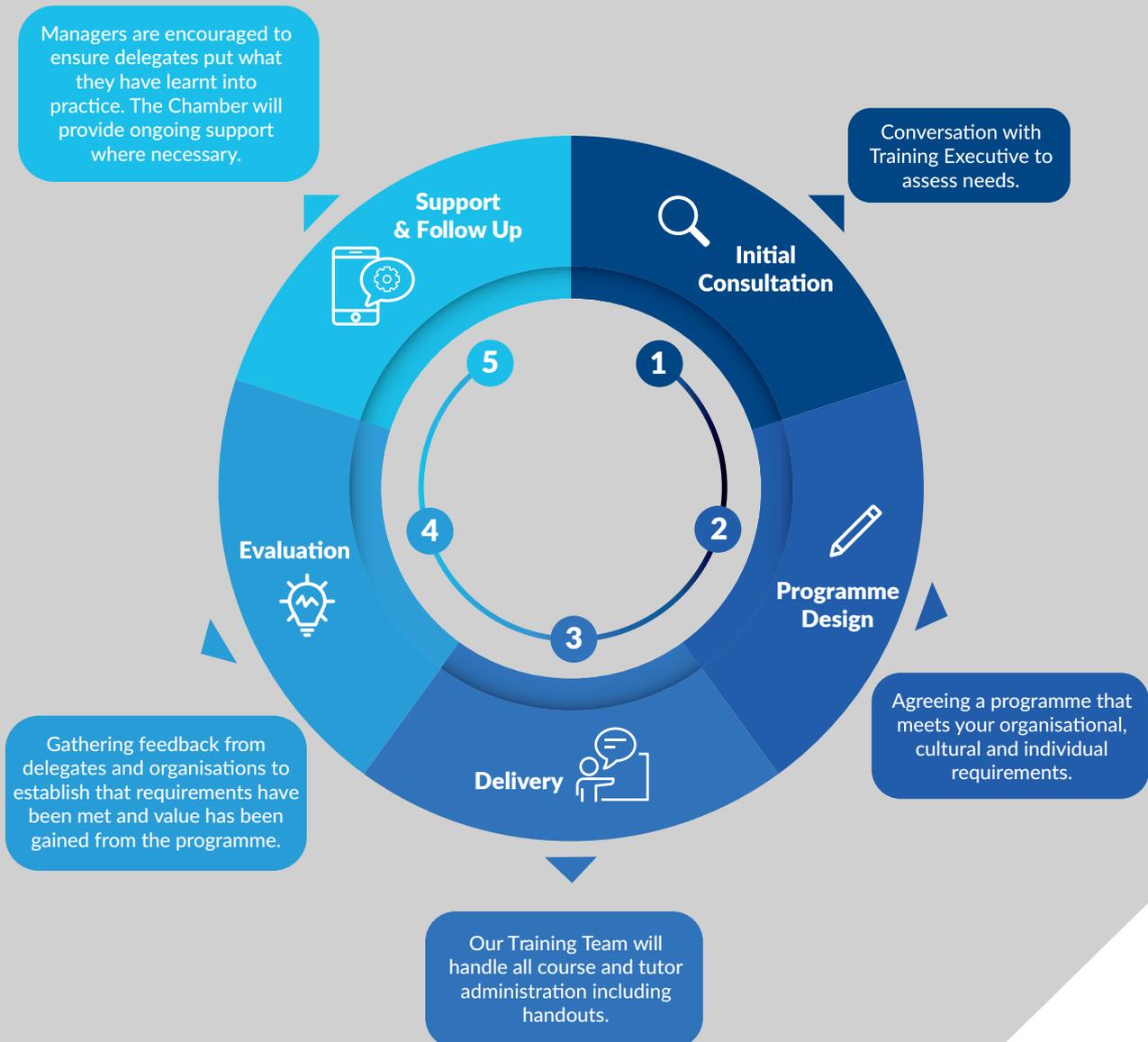
- A dynamic programme specifically tailored to your requirements.
- You choose the time and place. If you hold it on your premises you can save valuable time and travel costs.
- Training is priced by the day and not by the delegate which provides a cost effective solution if you have a number of people 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
- Recruitment for Managers
- Train the Trainer
- Carbon Literacy and Sustainability

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:



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Really enjoyed the teaching methods and the knowledge that our trainer had. He presented the information in a way that really kept me engaged and interested.



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