

THE MILTON KEYNES CHAMBER OFFERS AN EXTENSIVE RANGE OF BUSINESS-RELATED TRAINING & BESPOKE TRAINING SERVICES

FULL COURSE OUTLINES ON: www.chambermk.co.uk/training



| 2020 -21 Calendar | | | | | | | | | | | | | Prices plus VAT | |
|---|--------|-----|------|------|-----|-----|-----|-----|-----|--------|-----|-----|-------------------------------|-------------------------------|
| ILM MANAGEMENT DEVELOPMENT PROGRAMME | Apr-20 | May | June | July | Aug | Sep | Oct | Nov | Dec | Jan-21 | Feb | Mar | *Member | Non-member |
| Leadership Behaviours | | 18 | | | | | | | | | | | £2099 for all 9 ILM workshops | £2599 for all 9 ILM workshops |
| Customer Excellence | | | 8 | | | | | | | | | | | |
| Performance Management | | | | 8 | | | | | | | | | | |
| Team Building | | | | | | 22 | | | | | | | | |
| Motivational Coaching | | | | | | | 15 | | | | | | | |
| Creative thinking & Problem solving | | | | | | | | 10 | | | | | | |
| Managing the Human side of Change | | | | | | | | | | 19 | | | | |
| Influencing & Negotiating | | | | | | | | | | | 9 | | | |
| Presentation Skills | | | | | | | | | | | | 11 | | |
| THE BUSINESS TOOLKIT | Apr-20 | May | June | July | Aug | Sep | Oct | Nov | Dec | Jan-21 | Feb | Mar | *Member | Non-member |
| Level 2 HABC Health & Safety in the Workplace | | | 2 | | | | | 3 | | | | 17 | 229 | 299 |
| Health & Safety for the Small Business | | 21 | | | | 23 | | | | | | | 229 | 299 |
| FAA Level 3 Emergency First Aid | | 5 | | | | | | | | | | | 140 | 180 |
| NEW! FAA Level 1 Mental Health Awareness | 23 | | | | 4 | | | | 1 | | | | 140 | 180 |
| GETTING THE MESSAGE RIGHT | Apr-20 | May | June | July | Aug | Sep | Oct | Nov | Dec | Jan-21 | Feb | Mar | *Member | Non-member |
| Customer Service on the Telephone | | 13 | | | | 24 | | | | 21 | | | 229 | 299 |
| Developing Assertiveness Skills | | | | 16 | | | | 18 | | | | 25 | 229 | 299 |
| Helping Difficult Customers | | | 4 | | | | | 11 | | | | | 229 | 299 |
| Minutes Made Easy | | | 4 | | | | 14 | | | | 24 | | 229 | 299 |
| Written Communication at its BEST! | 29 | | | | | | | 4 | | | | | 229 | 299 |

| SALES & MARKETING | Apr-20 | May | June | July | Aug | Sep | Oct | Nov | Dec | Jan-21 | Feb | Mar | *Member | Non-member |
|---|--|-----|------|------|-----|-----|-----|-----|-----|--------|-----|-----|---------|------------|
| Essential Selling Skills | | | 10 | | | | | 5 | | | | 10 | 229 | 299 |
| Social Media Marketing | | 21 | | | | 17 | | | | 26 | | | 229 | 299 |
| Linked in for Business | | | 24 | | | | 21 | | | | 2 | | 140 | 180 |
| Digital Marketing for SME's | | | 16 | | | | 8 | | | | 25 | | 140 | 180 |
| Google analytics basics | | | | 15 | | | | 12 | | | | 18 | 140 | 180 |
| MANAGEMENT & PERSONAL DEV | Apr-20 | May | June | July | Aug | Sep | Oct | Nov | Dec | Jan-21 | Feb | Mar | *Member | Non-member |
| Effective Appraisal Skills | | | 11 | | | | | | 2 | | | | 229 | 299 |
| Conflict Management | | | 25 | | | 29 | | | | 27 | | | 140 | 180 |
| How to hold difficult conversations | | 1 | | | | | | 19 | | | | | 229 | 299 |
| Supervisory Management | 21/22 | | | 1/2 | | | 6/7 | | | 13/14 | | | 458 | 598 |
| Managing Your Workload | 28 | | | 9 | | | 1 | | | 20 | | | 229 | 299 |
| Project Management | 1 | | | | | 30 | | | | | 3 | | 229 | 299 |
| Train the Trainer | | | | 7/8 | | | | | | | | 3/4 | 458 | 598 |
| Self confidence in the workplace | | | 17 | | | | 13 | | | | 4 | | 140 | 180 |
| INTERNATIONAL TRADE BCC Accredited courses | Apr-20 | May | June | July | Aug | Sep | Oct | Nov | Dec | Jan-21 | Feb | Mar | *Member | Non-member |
| Export: Procedure & Docs | | | | 30 | | | | | | | | | 299 | 369 |
| Import: Compliance & Savings | 2 | | | | | | | 5 | | | | | 299 | 369 |
| Finance Options: Letters of Credit | | | | | | | 1 | | | | | | 299 | 369 |
| Export License & Incoterms | | | | | | 3 | | | | | | | 299 | 369 |
| Rules of Origin | | 28 | | | | | | | 10 | | | | 299 | 369 |
| Customs relief: IP & OP | | 7 | | | | | | 19 | | | | | 299 | 369 |
| INFORMATION TECHNOLOGY | Apr-20 | May | June | July | Aug | Sep | Oct | Nov | Dec | Jan-21 | Feb | Mar | *Member | Non-member |
| Excel Intro, Intermediate, Advanced | x | x | x | x | x | x | x | x | x | x | x | x | 199 | 229 |
| Bespoke Training | Customised training solutions available for all the above course outlines - call the Training Department on 01604 490470 | | | | | | | | | | | | | |

***Members receive a discount off all the scheduled courses & Bespoke services**

Northants-chamber.co.uk



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