



THE NORTHAMPTONSHIRE CHAMBER OFFERS AN EXTENSIVE RANGE OF BUSINESS-RELATED TRAINING AND BESPOKE TRAINING PACKAGES. AND CHAMBER MEMBERS RECEIVE A SIGNIFICANT DISCOUNT ON ALL TRAINING.

2019 -20 Calendar													Prices plus VAT	
ILM MANAGEMENT DEVELOPMENT PROGRAMME	Apr-19	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan-20	Feb	Mar	*Member	Non-member
Leadership Behaviors		21											£1999 for all 9 workshops	£2499 for all 9 workshops
Customer Excellence			6											
Performance Management				11										
Team Building						17								
Motivational Coaching							17							
Creative thinking & Problem solving								6						
Managing the Human side of Change										29				
Influencing & Negotiating											13			
Presentation Skills												12		
THE BUSINESS TOOLKIT	Apr-19	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan-20	Feb	Mar	*Member	Non-member
Level 2 HABC Health & Safety in the Workplace			19					28				17	229	299
Health & Safety for the Small Business		22											229	299
QA Level 3 Emergency First Aid (QCF)		2					22					25	229	299
Absence Management		20						13					140	180
GETTING THE MESSAGE RIGHT	Apr-19	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan-20	Feb	Mar	*Member	Non-member
Customer Service on the Telephone		15				12				14			229	299
Developing Assertiveness Skills				4				21				26	229	299
Helping Difficult Customers			18					14					229	299
Minutes Made Easy			12				10				5		229	299
Written Communication at its BEST!	29							26					229	299

SALES & MARKETING	Apr-19	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan-20	Feb	Mar	*Member	Non-member
Building New Sales Relationships	1			18				27					229	299
Sales for non-sales professionals		22					16				6		140	180
Essential Selling Skills			13					7				5	229	299
Social Media Marketing		16				18				22			229	299
Linked in for Business			14				11				7		140	180
Search Engine Optimization - For Beginners			27				15				25		140	180
Google analytics basics				2				12				18	140	180
MANAGEMENT & PERSONAL DEV	Apr-19	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan-20	Feb	Mar	*Member	Non-member
Effective Appraisal Skills			25						4				229	299
Conflict Management			4			10				28			140	180
How to hold difficult conversations		14						19					229	299
Successful Supervisory Management	3/4			9/10			8/9			15/16			458	598
Managing Your Workload	30			3			2			20			229	299
Motivational Coaching			5					20					229	299
Project Management	2					11					4		229	299
Train the Trainer				16/17				5/6				10/11	458	598
Self confidence in the workplace			6							30			140	180
INTERNATIONAL TRADE BCC Accredited courses	Apr-19	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan-20	Feb	Mar	*Member	Non-member
Export: Procedure & Docs	4												299	369
Import: Compliance & Savings	25												299	369
Finance Options: Focusing on Letters of Credit													299	369
Export License & Incoterms													299	369
Rules of Origin			20										299	369
Customs relief: IP & OP		30											299	369
Authorised Economic Operator (AEO)	Feb-28												299	369
INFORMATION TECHNOLOGY	Apr-19	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan-20	Feb	Mar	*Member	Non-member
Excel Intro, Intermediate, Advanced	check the website for dates www.northants-chamber.co.uk/training or call 01604 90490												195	225
Bespoke Training	Customised training solutions available for all the above course outlines - call us on 01604 490470 for details													

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