



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

2018 -19 Calendar													Prices plus VAT	
ILM MANAGEMENT DEVELOPMENT PROGRAMME	Apr 18	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan 19	Feb	Mar	Member	Non-member
Leadership Behaviours		21											£1795 for all	£2295 for all
Customer Excellence			7											
Performance Management				16										
Team Building						16								
Motivational Coaching							17							
Creative thinking & Problem solving								6						
Managing the Human side of Change										29				
Influencing & Negotiating											13			
Presentation Skills												14		
THE BUSINESS TOOLKIT	Apr 18	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan 19	Feb	Mar	Member	Non-member
Level 2 HABC Health & Safety in the Workplace			20					21				21	219	284
Health & Safety for the Small Business		22											219	284
QA Level 2 Emergency First Aid (QCF)		1					16					27	219	284
Absence Management		17				18					12		135	284
Introduction to HR Management			19					27				20	219	284
GETTING THE MESSAGE RIGHT	Apr 18	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan 19	Feb	Mar	Member	Non-member
Customer Service on the Telephone		16				11				17			219	284
Developing Assertiveness Skills				9				22				12	219	284
Helping Difficult Customers			14					29					219	284
Minutes Made Easy			12				9				5		219	284
Written Communication at its BEST!	30							23					219	284

SALES & MARKETING	Apr 18	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan 19	Feb	Mar	Member	Non-member
Building New Sales Relationships	23					12				23			219	284
Sales for non-sales professionals		17					10				6		135	284
Essential Selling Skills			13					7				13	219	284
Selling Effectively on the Telephone			28					28				28	219	284
Social Media Marketing		23				13				24			219	284
Linked in for Business			14				11				7		135	170
Search Engine Optimization - Quick Start!			27				31				28		135	170
Google analytics basics				5				8				19	135	170
Winning Email Marketing Strategies				18					5				135	170
MANAGEMENT & PERSONAL DEV	Apr 18	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan 19	Feb	Mar	Member	Non-member
Effective Appraisal Skills			21						4				219	284
Conflict Management	26			17				21				7	135	170
How to hold a difficult conversations		15						15					219	284
Team Motivation-in Difficult Times!		15						20					219	284
Successful Supervisory Management	17/18			3/4			2/3			15/16			438	568
Managing Your Workload	24			5			4			22			219	284
Motivational Coaching			5					1					219	284
Project Management	25			12			18			31			219	284
Train the Trainer				10/11				13/14				5/6	438	568
Self confidence in the workplace			6							30			135	170
INTERNATIONAL TRADE - BCC Accredited	Apr 18	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan 19	Feb	Mar	Member	Non-member
Export: Procedure & Docs	26					20							285	355
Import: Compliance & Savings			7					15					285	355
Finance Options: Focusing on Letters of Credit		31					25						285	355
Export License & Incoterms		3					4						285	355
Rules of Origin	5			12					13				285	355
Customs relief: IP & OP			21					29					285	355
Agents & Distributors													285	355
INFORMATION TECHNOLOGY	Apr 18	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan 19	Feb	Mar	Member	Non-member
Excel Intro, Intermediate, Advanced	check the website for dates www.chambermk.co.uk/training or call 01604 490490												185	215
Bespoke Training	Customised training solutions available for all the above course outlines - call 01604 490470 for further details													

