****.

TRAINING



THE NORTHAMPTONSHIRE CHAMBER OFFERS AN EXTENSIVE   
RANGE OF BUSINESS-RELATED TRAINING & BESPOKE   
TRAINING SERVICES FULL COURSE DETAILS ON www.northants-chamber.co.uk/training

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **2020 -21 Calendar** |  |  |  |  |  |  |  |  |  |  |  |  | **Prices plus VAT** | |
| **MANAGEMENT DEVELOPMENT PROGRAMME ILM** | **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** |  |  |  |  | **9** |  |  |  |  | **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

@NorthantsCoC  
#ChamberTraining

