

Chamber Training

2024/25



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

This means that there is a training course for everyone across all industries and job roles.

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 OVERHEADS

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.



+44 (0) 1604 490490 (Northants)

+44 (0) 1908 733082 (MK)



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.

OFFER

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



RECOGNISED



This comprehensive programme, delivered over 9 x half day modules, is essential for anyone who needs to develop their leadership skills, increase their management ability and boost their confidence in developing others and receive recognition from the ILM for doing so. The content of our course is highly practical rather than being academic and is pitched at the equivalent of the Level 5 qualification.

Our Engaging Leadership course is delivered by an Approved Centre for the ILM (which is part of City & Guilds). This means that the course is recognised and quality assured by the ILM, who are the UK's top leadership and management qualifications specialist. Assignments (in the form of action plans and video blogs) will be set at the end of each module to measure the participant's progress.

Successful completion of the course will result with the award of an ILM certificate and digital credential.

Overview of the 9 modules:

- Leadership Behaviours
- Customer Excellence
- Performance Management
- Team Building
- Motivational Coaching
- Emotional Intelligence
- Leading Change
- Influencing & Negotiating
- Presentation Skills

Please note successful completion of all 9 workshops is required to attain ILM Recognition.

Delegate Prices:

Members £2399+VAT

Non Members £2899+VAT

For more information on the ILM course, visit our website or give the team a call on 01604 490490.

Sales & Marketing

Face 2 Face Sales Skills (full day, classroom)

Dates: 2024 – 18th June & 12th November

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: 2024 – 16th April & 5th 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.

Telephone Sales Skills (full day, classroom)

Dates: 2024 - 9th July | 2025 – 22nd January

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

An effective telesales call is not just about picking up the phone and “going for it”; to win business and achieve your call objectives it needs to capture your prospect’s attention, build rapport over the phone with the use of communication techniques and adapting to different personality types. This workshop is designed to show you how to effectively use the concept of upselling and cross selling for effective telesales that will have an immediate impact on the business.

Sales for beginners (half day, online)

Dates: 2024 - 19th September | 2025 - 19th March

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

This workshop has been developed to help two types of individuals, those who are not natural salespeople who would like to learn sales techniques and those who would like to brush up their sales skills. In this workshop, we take the fear out of sales and give you basic sales skills that will help you win more business.

How to Win Business using Social Media (full day, classroom)

Dates: 2024 - 3rd October | 2025 - 13th February

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

This training session has been designed to develop your skills, to help you to fully understand how social media works and how to maximise its potential. By the end of this course, delegates will have a strong knowledge of how social media works and how it will benefit your business.

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The course content, flexibility, arrangements through the Chamber & Trainers have been outstanding. Through this training and in particular the standard of the Trainers, we have already seen a return on our investment. We will be booking more training through the Chamber, our whole experience has far exceeded our expectations!

- Aircare Compressor Services Limited

Management & Personal Development

Influencing Skills (full day, classroom)

Dates: 2024 - 30th April | 2025 - 28th January

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

This course will develop your awareness of how to influence and also deepen your influencing skills to benefit you and your business to be more effective. Successful influencing is about making a connection and appealing to the heart as well as the head. It is about identifying personal triggers and adapting your style to others' to get the best results from the people you are trying to influence.

Confident Customer Service (full day, classroom)

Dates: 2024 - 2nd May & 20th 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.

Effective Appraisal Skills (half day, classroom)

Dates: 2024 - 18th July | 2025 - 25th March

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

The course provides business owners, line managers and leaders with the skills they need to plan and deliver appraisals with confidence. Regular and effective appraisals improve retention, make people feel engaged and motivate them to go the extra mile.

Assertiveness Skills (full day, classroom)

Dates: 2024 - 10th September | 2025 - 14th January

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.

Managing Your Workload (full day, classroom)

Dates: 2024 - 9th May & 23rd October

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.

The Fundamentals of Project Management (full day, classroom)

Dates: 2024 - 11th June & 14th November

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

This is a professional course around how to manage change. It is aligned to industry standards of the accrediting professional body, the Association for Project Management. The purpose of this course is to equip people with the fundamental principles of project management to enable them to manage change effectively within their organisations.

Coaching for Managers (full day, classroom)

Dates: 2024 - 27th June | 2025 - 26th February

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

Coaching is now acknowledged as an essential skill for all managers and leaders to create a motivated and engaged workforce. This course will provide you with the skills you need to run effective coaching sessions.

Successful Supervisory Management (two days, classroom)

Dates: 2024 - 30th April & 1st May, 24th & 25th July, 16th & 17th October

2025 - 15th & 16th 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.

How to Hold Difficult Conversations (half day, classroom)

Dates: 2024 - 23rd July | 2025 - 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.



Training Calendar 2024/25

(C) Classroom (O) Online



	Apr 24	May	June	July	August	Sep	Oct	Nov	Dec	Jan 25	Feb	Mar	Member (+VAT)	Non Member (+VAT)
Sales & Marketing														
Face 2 Face Sales Skills (C)			18					12					£249	£319
LinkedIn as a Sales Tool (½ day, O)	16								5				£150	£199
Telephone Sales Skills (C)				9						22			£249	£319
Sales for Beginners (½ day, O)						19						19	£150	£199
How to Win Business using Social Media (C)							3				13		£249	£319

Management & Personal Development

Influencing Skills (C)	30									28			£249	£319
Confident Customer Service (C)		2						20					£249	£319
Effective Appraisal Skills (½ day, C)				18								25	£150	£199
Assertiveness Skills (C)						10				14			£249	£319
Managing Your Workload (C)		9					23						£249	£319
The Fundamentals of Project Management (C)			11					14					£249	£319
Coaching for Managers (C)			27								26		£249	£319
Successful Supervisory Management (2 days, C)	30	1	24&25				16&17			15&16			£549	£679
How to Hold Difficult Conversations (½ day, C)				23							4		£150	£199

The Business Toolkit

	Apr 24	May	June	July	August	Sep	Oct	Nov	Dec	Jan 25	Feb	Mar	Member (+VAT)	Non Member (+VAT)
Mental Health First Aid (2 days, C)				30&31									£599	£679
Emergency First Aid at Work (C)			6					24					£199	£249
Level 2 Health & Safety in the Workplace (C)		21		10									£249	£319
Introduction to Excel (O)	10												£249	£319
Intermediate Excel (O)		13		15						20			£249	£319
Advanced Excel (O)		23						19			10		£249	£319
Introduction to Microsoft Power BI (O)						5						4	£249	£319
Powerspeak- Public Speaking & Presentation Skills (C)			19								6		£259	£329
Diversity Dynamics (C)						12							£259	£329
IOSH (3 days, C)								27/28/29					£850	£950

International Trade

Customs Procedures and Documentation (O)		22					9				5		£330	£365
Commodity Codes (½ day, O)					6				12			26	£210	£249
Letters of Credit & Methods of Payment (O)				25				21				20	£330	£365
Import Procedures including IP & OP (O)			13				24				20		£330	£365
Incoterms (½ day, O)			10					6				6	£210	£249
Understanding Export & Export Documentation (O)		7				24				23			£330	£365
Preference Rules of Origin (½ day, O)					14							26	£210	£249
Beginners Practical Guide to Exporting (½ day, O)	25					3				9			£210	£249
Beginners Practical Guide to Importing (½ day, O)	25					3				9			£210	£249

The Business Toolkit

Mental Health First Aid (2 days, classroom)

Dates: 2024 – 30th & 31st July

Cost: Members £599 + VAT | Non-Members £679 + VAT

This course will allow you to become part of the largest MHFAider® community in England, gaining access to resources, ongoing learning and 24/7 digital support through our MHFAider Support App®, to give you the tools and knowledge you need to carry out the role effectively and confidently, whether that be in your workplace, a volunteer role, or in the community.

Emergency First Aid at Work (full day, classroom)

Dates: 2024 - 6th June & 24th November

Cost: Members £199 + VAT | Non-Members £249 + VAT

This course will train attendees to give appropriate emergency first aid to anyone who is ill or injured in the workplace. The course teaches the appropriate level of first aid required in low-risk businesses under the HSE 1981 legislation. Students are assessed to ensure that they understand and would be able to fulfil the role of first aider within their workplace. Bostock are registered by the First Aid Industry Body (FAIB) to provide EFAW training.

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

Dates: 2024 - 21st May & 10th October

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.

Introduction to Excel (full day, online)

Dates: 2024– 10th April

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: 2024 - 13th May & 15th May | 2025 - 20th January

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: 2024 - 23rd May & 19th November | 2025 - 10th February

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.

Introduction to Microsoft Power BI (full day, online)

Dates: 2024 - 5th September | 2025 - 4th March

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

This course will help you gain the skills in how to analyse data and share insights with one of the most powerful reporting tools. With over 20 built-in visuals and a vibrant community of custom visualisations, you can create stunning reports.

Powerspeak – Public Speaking & Presentation Skills (full day, classroom)

Dates: 2024 – 19th June | 2025 – 6th February

Cost: Members £259 + VAT | Non-Members £329 + VAT

This course is designed to enhance public speaking and presentation abilities. It focusses on voice control, overcoming public speaking anxiety, effective body language, and practical scenario training. The aim is to build confidence and improve communication skills for a variety of professional contexts.

Diversity Dynamics (full day, classroom)

Dates: 2024 – 12th September

Cost: Members £259 + VAT | Non-Members £329 + VAT

This course is designed to empower organisations to harness the power of diversity and inclusion. The core purpose is to foster an environment where every employee feels valued, understood, and integral to the success of the business. By breaking down barriers, challenging stereotypes and cultivating an inclusive mindset, this course aims to transform your workplace into a vibrant, dynamic, and innovative hub.

IOSH – 3day course (classroom)

Dates: 2024 – 27th, 28th & 29th November

Cost: Members £850 + VAT | Non-Members £950 + VAT

The IOSH Managing Safely course aims to provide individuals with the knowledge and skills to effectively manage health and safety in the workplace, ensuring a safer working environment and compliance with relevant regulations.



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

Customs Procedures and Documentation (full day, online)

Dates: 2024 - 22nd May & 9th October | 2025 - 5th February

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

Commodity Codes (half day, online)

Dates: 2024 - 6th August & 12th December | 2025 - 26th March

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.

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

Dates: 2024 - 25th July & 21st November | 2025 - 20th March

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.

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

Dates: 2024 - 13th June & 24th October | 2025 - 20th 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.

Incoterms 20 (half day, online)

Dates: 2024 - 10th June & 6th November | 2025 - 6th March

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.

Understanding Export & Export Documentation (full day, online)

Dates: 2024 - 7th May & 24th September | 2025 - 23rd January

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

Preference Rules of Origin (half day, online)

Dates: 2024 - 14th August | 2025 - 26th March

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.

Beginners Practical Guide to Exporting (half day, online)

Dates: 2024 - 25th April & 3rd September | 2025 - 9th January

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

This course gives an overview of export procedures. We recommend this for individuals who only need a top-level understanding of international trade procedures or those with relevant qualifications and/or experience in the export industry who want a refresher.

Beginners Practical Guide to Importing (half day, online)

Dates: 2024 - 25th April & 3rd September | 2025 - 9th January

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

This course gives an overview import procedures. We recommend this for individuals who only need a top-level understanding of international trade procedures or those with relevant qualifications and/or experience in the import industry who want a refresher.

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.

One of these is our **Bespoke Training Service**.

The Benefits: Four Steps to Successful Bespoke Training

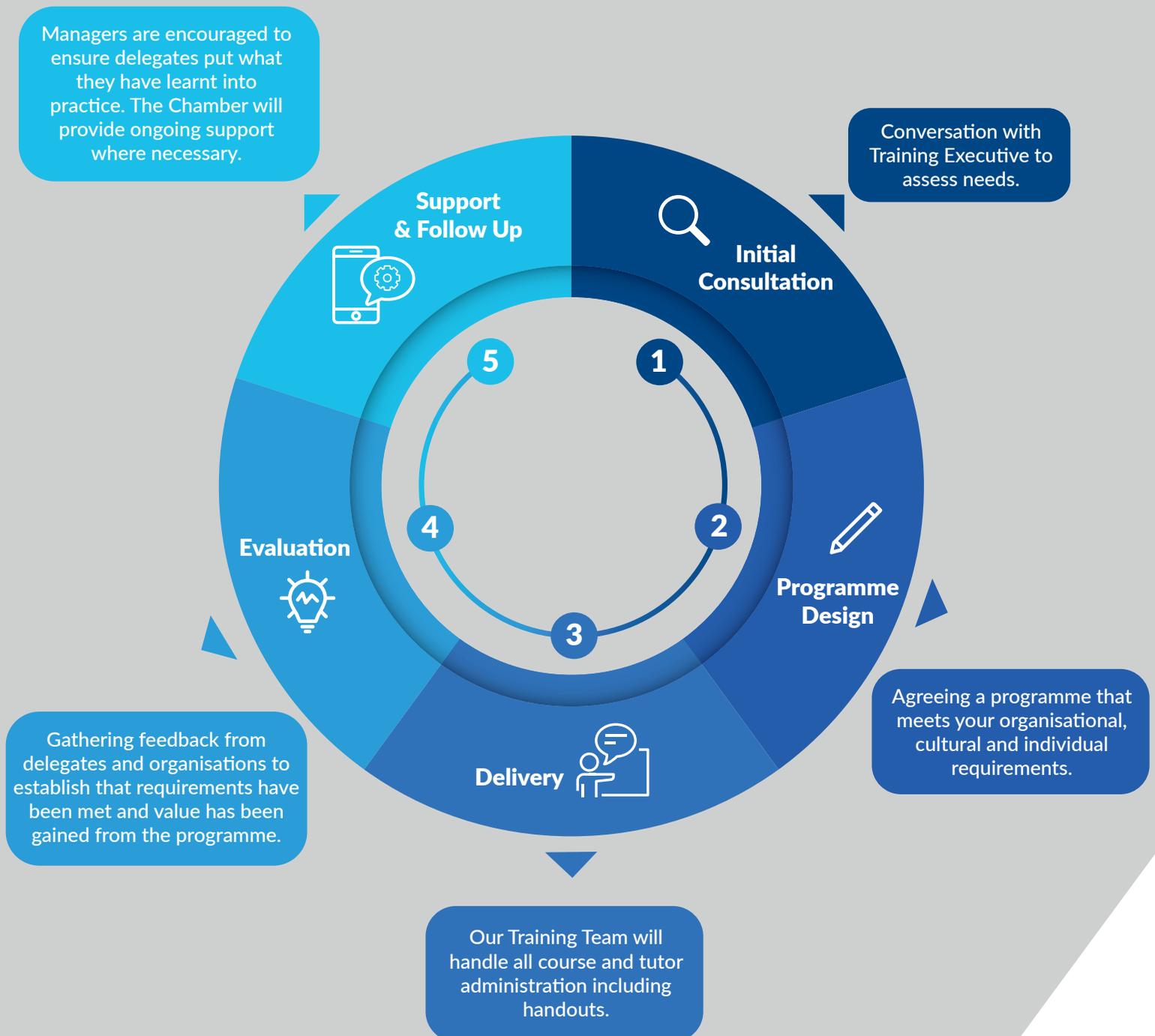
- A dynamic programme specifically tailored to your requirements.
- You choose the time and place. If you hold it on your premises you can save valuable time and travel costs.
- Training is priced by the day and not by the delegate which provides a cost effective solution if you have a number of people 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
- Diversity & Inclusion for Managers and Leaders
- 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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I highly recommend Chamber Training, the courses provided practical tips you can take on and use in your business day to day. I cannot recommend it highly enough.

Commsave Credit Union



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