



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.

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

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

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