

# Developing Skills



do you know what skills you're going to need?

## Training Calendar April 2019 – December 2019

@EMC\_Training

Our wide range of training programmes could help you to train and retain the best talent.

Having the right people in the right positions is important to individual businesses, as well as aiding the future business growth and the wider economy in general. That's why the Chamber places skills high on its agenda.

With more than 1,000+ individuals annually benefiting from our training programmes, we know what it takes to help businesses grow by investment in and development of their people.

The Chamber offers a multifaceted range of training solutions to help unlock the full potential of your workforce and boost your business performance.

You can view all the latest training information including new courses and dates on the Chamber's website [www.emc-dnl.co.uk/skills](http://www.emc-dnl.co.uk/skills)

These training solutions include our six-day flagship industry-leading training courses for company directors; multi and single day leadership and management courses to suit different levels of experience and position; a plethora of full and half day courses across a wide range of business relevant disciplines and a comprehensive programme of courses exploring international trade practises and legislation.

If you would like to develop a more tailored training programme for your organisation, or wish for one of these courses to be delivered in-house, then please contact Vicki Thompson on 0333 320 0333 ext. 2153 or via email [vicki.thompson@emc-dnl.co.uk](mailto:vicki.thompson@emc-dnl.co.uk) to find out how we are able to accommodate these requirements too.

Leadership and Management Accredited Courses	Attendees to these courses receive accreditations from the specified professional bodies.										Prices+VAT	
	APR 2019	MAY 2019	JUN 2019	JUL 2019	AUG 2019	SEPT 2019	OCT 2019	NOV 2019	DEC 2019	Member	Non-Member	
ILM – Level 2 Award in Leadership and Team Skills – 4 days								6, 20	4, 17	£650	£650	
ILM – Level 2 Customer Awareness – 4 days		9, 23	6, 20					7, 14, 28	12	£650	£650	
ILM – Level 2 Effective Team Members – 2 days							3, 10			£550	£550	
ILM – Level 3 Certificate in Leadership and Management – 9 days			4, 19	10, 31	21	11	2, 23	6		£1,395	£1,395	
ILM – Level 3 Certificate in Leadership and Management – 9 days						17	8	5, 26	10	£1,395	£1,395	
ILM – Level 3 Award in Leadership and Management – 6 days			4, 19	10, 31	21	11				£995	£995	
ILM – Level 3 Award in Leadership and Management – 6 days						17	8	5, 26	10	£995	£995	
ILM – Level 5 Certificate in Leadership and Management – 9 days		1, 15	5, 26	24		4, 26	16	13		£1,595	£1,595	
ILM – Level 5 Certificate in Coaching and Mentoring – 8 days		8, 9	12, 13	10, 11		11, 12	9, 10			£1,795	£1,795	
CIPD Award in Human Resources		8, 9	12, 13	10, 11		11, 12	9, 10			£1,250	£1,250	
CIPD Certificate in Human Resources		8, 9	12, 13	10, 11		11, 12	9, 10	12, 13, 14, 28	10, 11, 12	£1,995	£1,995	

Leadership and Management Director Development Programme 6 Day Modular Course	This course is designed to make a real difference in being able to drive your business to consistently achieve objectives by giving you the tools to help you and your business thrive and survive.										Prices+VAT	
	APR 2019	MAY 2019	JUN 2019	JUL 2019	AUG 2019	SEPT 2019	OCT 2019	NOV 2019	DEC 2019	Member	Non-Member	
Developing Vision		23						28				
Planning and Direction			6						12	£1,560	£2,220	
Finance for Non Financial Manager			20						19	For full six sessions	For full six sessions	
People Management Approaches			27									
Performance Management				4								
Management Information and Marketing Mix				18								

Leadership and Management First line Managers Development Programme 5 Day Modular Course	The course is focused on the key topics needed to be an effective and efficient first line manager, where decisions may have implications on others, internally and externally.										Prices+VAT	
	APR 2019	MAY 2019	JUN 2019	JUL 2019	AUG 2019	SEPT 2019	OCT 2019	NOV 2019	DEC 2019	Member	Non-Member	
Leadership in Focus		14					15					
Managing During Times of Change		15					16			£1,225	£1,750	
Effective Problem Solving		21						5		For full five sessions	For full five sessions	
Communications and Getting the Best from Others			4					19				
Managing Team and Individual Performance				18					3			

Leadership and Management	Courses are available that are designed to develop and support efficient, and effective managers or staff. They support the retention of a highly motivated workforce, and should further aid productivity and securing a competitive advantage.										Prices+VAT	
	APR 2019	MAY 2019	JUN 2019	JUL 2019	AUG 2019	SEPT 2019	OCT 2019	NOV 2019	DEC 2019	Member	Non-Member	
Effective Team Leader – 2 days	24, 25		25, 26			3, 4	12, 13	4, 5		£450	£585	
Friend to Supervisor			5	9		11			10	£245	£350	
Managing Difficult People and Situations		23	18		14		3	26		£245	£350	
Presentation Skills for Business Leaders – 2 days			20, 27				7, 14			£480	£624	
Project Management	25		12		15		22		11	£245	£350	

Customer Focus	Courses covering skills and awareness necessary for the provision of excellence in both external and internal customer care and service.										Prices+VAT	
	APR 2019	MAY 2019	JUN 2019	JUL 2019	AUG 2019	SEPT 2019	OCT 2019	NOV 2019	DEC 2019	Member	Non-Member	
Customer Service Excellence		15		17		25		5		£245	£350	

Cyber Security and Compliance	Being able to demonstrate a robust and well thought out cyber security strategy not only helps ensure compliance and mitigate the ever-developing and complex risks associated with cybercrime.										Prices+VAT	
	APR 2019	MAY 2019	JUN 2019	JUL 2019	AUG 2019	SEPT 2019	OCT 2019	NOV 2019	DEC 2019	Member	Non-Member	
GDPR, PECR and the Data Protection Act and EU Privacy – How to Prepare your Business		10				12				£175	£210	
GDPR Audit – The audit is designed to give a snap shot of where they are in terms of compliance and is available as a bespoke option only										£995	£1,295	
GDPR Policy Pack – Templates designed for you to copy, paste and insert your own details into to ensure compliance										£250	£350	

Finance	Courses covering finance skills and knowledge necessary to allow individuals in many roles to participate effectively in an organisation's financial affairs.										Prices+VAT	
	APR 2019	MAY 2019	JUN 2019	JUL 2019	AUG 2019	SEPT 2019	OCT 2019	NOV 2019	DEC 2019	Member	Non-Member	
Collecting Debts by Phone								13		£245	£350	
Understanding Business Finance		9		11		19		26		£245	£350	

Health and Safety	Courses considering legal requirements, medical/first-aid needs and ergonomic principles associated with provision of a safe and healthy working environment.										Prices+VAT	
	APR 2019	MAY 2019	JUN 2019	JUL 2019	AUG 2019	SEPT 2019	OCT 2019	NOV 2019	DEC 2019	Member	Non-Member	
Emergency Aid	16						11			£125	£125	
Fire Marshal									13 (PM)	£50	£50	
IOSH Working Safely			19	12 (AM)			15			£199	£165	
Manual Handling		17 (AM)			14 (AM)			19 (PM)		£50	£50	
Online Health and Safety Training										POA	POA	

International Trade	A comprehensive series of courses, many British Chambers of Commerce accredited, covering documentation, legal requirements, financial processes, coding and terminology associated with importation and exportation of goods and services.										Prices+VAT	
	APR 2019	MAY 2019	JUN 2019	JUL 2019	AUG 2019	SEPT 2019	OCT 2019	NOV 2019	DEC 2019	Member	Non-Member	
AEO – Authorised Economic Operator		7	27					8		£260	£370	
Commodity Coding		1				5				£139	£199	
Customs Export & Import Procedures		8					11			£260	£350	
Export Documentation	30			4		12			10	£260	£370	
Export Foundations			13					5		£260	£370	
Export Pricing			4							£260	£370	
Export for Service Companies						10				£260	£370	
Import Procedures		14		11						£260	£370	
Incoterms 2010*	10			10			10		5	£139	£199	
Intrastats	9									£139	£199	
Inward/Outward Processing Relief		9						26		£260	£370	
ITOPS		22	5, 19	3			16, 30	13, 27		£1,575	£2,249	
Letters of Credit		21		18		19				£260	£370	
Rules of Origin	11					3				£25	£35	

IT and Cloud Computing	Courses to inform the most effective use of selected Microsoft applications to support increased individual and business efficiencies and performance.										Prices+VAT	
	APR 2019	MAY 2019	JUN 2019	JUL 2019	AUG 2019	SEPT 2019	OCT 2019	NOV 2019	DEC 2019	Member	Non-Member	
Foundation Excel	2		13		7		17		10	£205	£290	
Intermediate Excel		8		16		26		28		£205	£290	
Advanced Excel	29		26		13	27			18	£205	£290	
Microsoft Word – The Best Bits!		22				4				£205	£290	
An Introduction to Office 365				2					4	£205	£290	
Taming your Inbox										POA	POA	

Manufacturing	Advanced manufacturing technologies are evolving, now in the 4th industrial revolution, digital technologies are constantly being developed. It is critical for manufacturers to stay ahead in the field... remaining competitive, efficient and providing value added services and products.										Prices+VAT	
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Apply Continuous Improvement Techniques			11						17	£400	£480	
Applying Flow Process Analysis			25							£400	£480	
Applying Workplace Organisational Techniques						5				£400	£480	
Carrying Out Problem Solving Techniques						17				£400	£480	
Six Sigma Yellow Belt – 3 days		14, 15, 16						20, 21, 22		£770	£847	
Six Sigma Green Belt – 6 days								6, 7	12, 13	£1,350	£1,485	

Personal Development	Courses exploring the many dimensions of individual's professional lives, striving for greater productivity, commitment and personal satisfaction.										Prices+VAT	
	APR 2019	MAY 2019	JUN 2019	JUL 2019	AUG 2019	SEPT 2019	OCT 2019	NOV 2019	DEC 2019	Member	Non-Member	
Become a Skilled Communicator	30			17			10			£245	£350	
Minute Taking	10		26		7		10		18	£245	£350	
Time Management		7		16		3		14		£245	£350	
Working Assertively and with Confidence		20		9		19		21		£245	£350	

Sales and Marketing	Courses exploring sales and marketing skills and best-practices in strategy, tactics, digital marketing and promotional materials development to grow sales and exceed customer expectations.										Prices+VAT	
	APR 2019	MAY 2019	JUN 2019	JUL 2019	AUG 2019	SEPT 2019	OCT 2019	NOV 2019	DEC 2019	Member	Non-Member	
Advanced Sales Excellence – 2 days	11, 12			23, 24			8, 9		4, 5	£480	£624	
Getting Started in Marketing	8		3	30			16		5	£245	£350	
How to Win Business with a Large Organisation		2	13			6	17		18	£245	£329	
How to Write Marketing Materials		16		11		24		12		£245	£350	
Selling for Non Sales People	24					12	15			£245	£329	

The member price is only valid for fully paid up members of East Midlands Chamber (Derbyshire, Nottinghamshire, Leicestershire) at the point of purchase. Any other bookings will be charged at the non-member rate. All information correct at the time of going to print (April 2019). For latest information about all the specific training courses available at any one time please visit [www.emc-dnl.co.uk/skills](http://www.emc-dnl.co.uk/skills). All courses are subject to payment of VAT.