

Developing Skills



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

Training Calendar September 2018 – April 2019

@EMC_Training

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

We are proud to offer a comprehensive training programme ranging from our six-day, flagship, development programme for directors, multi-day courses exploring international trade practices, to half-day courses in growing your business overseas, and stress resilience.

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

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 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.

Course	Location of Courses								Prices+VAT	
	SEPT 2018	OCT 2018	NOV 2018	DEC 2018	JAN 2019	FEB 2019	MAR 2019	APR 2019	Member	Non-Member
ILM – Level 2 Award in Leadership and Team Skills – 4 days		24	7, 21	5			6, 20	3, 24	£650	£650
ILM – Level 2 Customer Awareness – 4 days			8, 22	6, 20					£650	£650
ILM – Level 2 Effective Team Members – 2 days		3, 17					21, 28		£550	£550
ILM – Level 3 Certificate in Leadership and Management – 9 days	11, 24	9	6, 20	18	8, 22	12			£1,395	£1,395
ILM – Level 3 Award in Leadership and Management – 6 days	11, 24	2, 9, 16	1, 6, 20, 28	18, 19	23				£995	£995
ILM – Level 5 Certificate in Leadership and Management – 9 days		2, 23	13	4, 17	15	5, 26	19		£1,995	£1,995
ILM – Level 5 Certificate in Coaching and Mentoring – 8 days	12, 13	4, 18	15	13	10	7			£1,795	£1,795
CIWM – WasteSmart Foundation Course	18								£225	£290
CIWM – WasteSmart Advanced Course			29						£275	£355

Location of Courses: Chesterfield, Derbyshire, Nottinghamshire, Leicestershire

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.

Course	Location of Courses								Prices+VAT	
	SEPT 2018	OCT 2018	NOV 2018	DEC 2018	JAN 2019	FEB 2019	MAR 2019	APR 2019	Member	Non-Member
Developing Vision					17				£1,560 For full six sessions	£2,220 For full six sessions
Planning and Direction					31					
Finance for Non Financial Managers						14				
People Management Approaches						28				
Performance Management							14			
Management Information and Marketing Mix							28			

Location of Courses: Chesterfield, Derbyshire, Nottinghamshire, Leicestershire

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.

Course	Location of Courses								Prices+VAT	
	SEPT 2018	OCT 2018	NOV 2018	DEC 2018	JAN 2019	FEB 2019	MAR 2019	APR 2019	Member	Non-Member
Leadership in Focus		18							£1,225 For full five sessions	£1,750 For full five sessions
Managing During Times of Change		19								
Effective Problem Solving		25								
Communications and Getting the Best from Others			7							
Managing Team and Individual Performance			22							

Location of Courses: Chesterfield, Derbyshire, Nottinghamshire, Leicestershire

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.

Course	Location of Courses								Prices+VAT	
	SEPT 2018	OCT 2018	NOV 2018	DEC 2018	JAN 2019	FEB 2019	MAR 2019	APR 2019	Member	Non-Member
Effective Team Leader	11, 12		13, 14		15, 16		12, 13		£450	£585
Friend to Supervisor	18		6		22		19		£245	£350
Managing Difficult People and Situations		30		10		5	12		£245	£350
Presentation Skills for Business Leaders	6, 27				16, 23				£480	£624
Project Management		30		11		26			£245	£350

Location of Courses: Chesterfield, Derbyshire, Nottinghamshire, Leicestershire

Customer Focus

Courses covering skills and awareness necessary for the provision of excellence in both external and internal customer care and service.

Course	Location of Courses								Prices+VAT	
	SEPT 2018	OCT 2018	NOV 2018	DEC 2018	JAN 2019	FEB 2019	MAR 2019	APR 2019	Member	Non-Member
Customer Service Excellence	25		6		29		6		£245	£350

Location of Courses: Chesterfield, Derbyshire, Nottinghamshire, Leicestershire

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.

Course	Location of Courses								Prices+VAT	
	SEPT 2018	OCT 2018	NOV 2018	DEC 2018	JAN 2019	FEB 2019	MAR 2019	APR 2019	Member	Non-Member
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	£1295
GDPR Policy Pack – Templates designed for you to copy, paste and insert your own details into to ensure compliance									£250	£350

Location of Courses: Chesterfield, Derbyshire, Nottinghamshire, Leicestershire

Finance

Courses covering finance skills and knowledge necessary to allow individuals in many roles to participate effectively in an organisation's financial affairs.

Course	Location of Courses								Prices+VAT	
	SEPT 2018	OCT 2018	NOV 2018	DEC 2018	JAN 2019	FEB 2019	MAR 2019	APR 2019	Member	Non-Member
Collecting Debts by Phone		30				19			£245	£350
Understanding Business Finance	5		20		17		5		£245	£350

Location of Courses: Chesterfield, Derbyshire, Nottinghamshire, Leicestershire

Health and Safety

Courses considering legal requirements, medical/first-aid needs and ergonomic principles associated with provision of a safe and healthy working environment.

Course	Location of Courses								Prices+VAT	
	SEPT 2018	OCT 2018	NOV 2018	DEC 2018	JAN 2019	FEB 2019	MAR 2019	APR 2019	Member	Non-Member
Emergency Aid		11					5		£125	£125
Fire Marshal	19					12			£50	£50
IOSH Working Safely		17					27		£199	£199
Manual Handling	11					26			£50	£50
Online Health and Safety Training									To find out more about our on-line Health and Safety training please visit www.chamberofcommercehealthandsafety.co.uk	

Location of Courses: Chesterfield, Derbyshire, Nottinghamshire, Leicestershire

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.

Course	Location of Courses								Prices+VAT	
	SEPT 2018	OCT 2018	NOV 2018	DEC 2018	JAN 2019	FEB 2019	MAR 2019	APR 2019	Member	Non-Member
AEO – Authorised Economic Operator			5, 6							£45
Brexit – Are You Prepared?						19			£139	£199
The Brexit Effect and Managing Risk in International Trade		24							£260	£370
Commodity Coding			1						£139	£199
Customs Export & Import Procedures		16				12			£260	£370
Dangerous Goods by Air		15, 16, 17							£450	£575
Dangerous Goods by Sea and Road		18							£750	£875
Dangerous Goods Refresher Course			5, 6						£360	£468
Delivering Great Customer Service to International Clients			21	21					FREE	FREE
Export Documentation	3			12					£260	£370
Export Foundations	18				9				£260	£370
Import Procedures	12					20			£260	£370
Incoterms 2010*				5					£139	£199
Intrastats							20			£185
INWARD/OUTWARD PROCESSING RELIEF					23		5		£260	£370
ITOPS	5, 19	4, 17				7, 21	6, 20		£1,499	£2,140
International Trade Operations and Procedures Workshop		25							FREE	FREE
Letters of Credit			13			5			£260	£370
Managing Agents & Distributors		10							FREE	FREE
Rules of Origin			15						£25	£35
Transport of Lithium Batteries by Road and Sea				11					£260	£370
Transport of Lithium Batteries By Air			26, 27						£450	£575

Location of Courses: Chesterfield, Derbyshire, Nottinghamshire, Leicestershire

IT and Cloud Computing

Courses to inform the most effective use of selected Microsoft applications to support increased individual and business efficiencies and performance.

Course	Location of Courses								Prices+VAT	
	SEPT 2018	OCT 2018	NOV 2018	DEC 2018	JAN 2019	FEB 2019	MAR 2019	APR 2019	Member	Non-Member
Foundation Excel		24		19		14			£205	£290
Intermediate Excel	20		22		22		28		£205	£290
Advanced Excel	12				23				£205	£290
Taming your Inbox – Providing You With a Way to Control your Emails Now and Forever									POA	POA

Location of Courses: Chesterfield, Derbyshire, Nottinghamshire, Leicestershire

Legal and Human Resources

These courses not only assist a business in being compliant but also demonstrate to employees, potential future employees, clients and stakeholders that employee welfare is of paramount importance to the organisation.

Course	Location of Courses								Prices+VAT	
	SEPT 2018	OCT 2018	NOV 2018	DEC 2018	JAN 2019	FEB 2019	MAR 2019	APR 2019	Member	Non-Member
WasteSmart Foundation course	18								£225	£290
WasteSmart Advanced course			29						£275	£355

Location of Courses: Chesterfield, Derbyshire, Nottinghamshire, Leicestershire

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.

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	SEPT 2018	OCT 2018	NOV 2018	DEC 2018	JAN 2019	FEB 2019	MAR 2019	APR 2019	Member	Non-Member
Apply Continuous Improvement Techniques				4					£400	£480
Applying Workplace Organisational Techniques							5		£400	£480
Carrying Out Problem Solving Techniques	17						26		£400	£480
Six Sigma Yellow Belt – 3 days		31	1, 2						£770	£847
Six Sigma Green Belt – 6 days							7, 8	3, 4	£1,350	£1,485

Location of Courses: Chesterfield, Derbyshire, Nottinghamshire, Leicestershire

Personal Development

Courses exploring the many dimensions of individual's professional lives; striving for greater productivity, commitment and personal satisfaction.

Course	Location of Courses								Prices+VAT	
	SEPT 2018	OCT 2018	NOV 2018	DEC 2018	JAN 2019	FEB 2019	MAR 2019	APR 2019	Member	Non-Member
Become a Skilled Communicator	19		15		24		21		£245	£350
Minute Management	28		29		7		21		£245	£350
Working Assertively and with Confidence	20		21		10		27		£245	£350

Location of Courses: Chesterfield, Derbyshire, Nottinghamshire, Leicestershire

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.

Course	Location of Courses								Prices+VAT	
	SEPT 2018	OCT 2018	NOV 2018	DEC 2018	JAN 2019	FEB 2019	MAR 2019	APR 2019	Member	Non-Member
Advanced Sales Excellence - 2 days	14, 21				18, 25				£480	£624
Getting Started in Marketing		9		11		19			£245	£350
How to Win Business with a Large Organisation		11		19		12			£245	£350
How to Write Marketing Materials	24		14		15		26		£245	£350
PR for Your Business				18					£245	£350
Selling for Non Sales People	5	23			9		12		£245	£350

Location of Courses: Chesterfield, Derbyshire, Nottinghamshire, Leicestershire

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 (February 2018). For latest information about all the specific training courses available at any one time please visit www.emc-dnl.co.uk/skills. All courses are subject to payment of VAT.