



Business Training Directory

Derbyshire and Nottinghamshire Chamber
Training Courses

Further information can be found at
www.dncc.co.uk, email business.training@dncc.co.uk
or telephone 0115 933 0000



British
Chambers of
Commerce
The Ultimate Business Network



Chief Executive
George Cowcher

Welcome to the **Business Training Directory**

Working with an extensive network of training professionals, Chamber Business Training provides a number of key development programmes. Whatever the size of your business or the level of staff training you require, Chamber Business Training can help.

Our Approach

Everything undertaken by the Chamber is underpinned by a commitment to quality and our training schedule has been designed to our continuous high standards to meet your business training needs. Courses are designed to be delivered in a manner to put delegates at ease. This maximises the effectiveness of the learning experience.

Courses are organised by the Chamber Business Training Team, who are always on hand to answer your questions, and to ensure that dedicated account managers work with you on an in-company basis so that the training your organisation receives is relevant, efficient and cost effective.

The Benefits

One of the benefits of training with Derbyshire and Nottinghamshire Chamber Business Training is that all the courses are delivered locally across the two counties from one of our three training centres in Nottingham, Derby and Chesterfield, or at a central location to all three sites, so no overnight accommodation is required, ensuring all your investment is in learning.

We also understand your business through our members, representation councils and working groups - we understand the training needs of local industry. This, and the competitive pricing structure, means you receive high quality, relevant training at the most cost effective price.

Special Offer!

Book 3 or more people on any one course and receive a 10% discount or make multiple course bookings (minimum of 3) and receive this discount. To book or for further information call **0115 933 0000** **

To Book

To book please contact one of our advisers - on 0115 933 0000 or email **business.training@dncc.co.uk** or visit our website **www.dncc.co.uk**

Offers

Look out for our latest Business Training offers, which we run throughout the year including our 'course of the month' offer, giving the first six places booked a 20% discount! **

Choosing the right course for your needs

Bespoke Training Pages 4-5

Quite simply we put you in the driving seat. Tell us your requirements and we will:

- assign a member of our team to liaise with you throughout the programme
- select the training specialist most suited to your needs
- work with you to design the course content
- arrange the course delivery at a convenient venue and at a time to suit your business needs

Institute of Leadership and Management Pages 6-7

The Business Development Programmes Pages 8-9

A range of modular development programmes covering essential business requirements.

Master Classes Pages 10-13

A group of short, sharp master classes designed to give the maximum impact in the minimum time. Designed for owners, managers and senior members of staff they enable delegates to share experiences with each other.

The Open Course Programme Pages 14-39

A wide range of business focused courses offered throughout the year allowing you to plan your training programmes in advance.

First Class Facilities

The training rooms at all three Chamber locations are available for hire.

For more information call us on **0845 6011038** or visit **www.dncc.co.uk**



Meet your new training advisor

The Chamber has made a real commitment to members regarding the importance of staff development, by creating a new role within the Business Training Team. To meet our training advisor call 0115 933 0000 or email **business.training@dncc.co.uk** and they will be pleased to meet with you to review your future training requirements.

Save 10% on training **

Manage your training budgets and save money through our Business Training Savings Account. Save money each month via a standing order with the Chamber and receive up to 10% discount off all courses.

Call Vicki Thompson for details on 0115 933 0000 or email **Vicki.thompson@dncc.co.uk**

Loyalty Card *

To thank you for your repeat custom, companies attending open training courses will be issued with a loyalty card, which will be stamped by a member of staff at each course attended. Obtain five stamps on your loyalty card and receive your 6th course at half price. *

Terms and conditions apply

* Loyalty cards expire after one year from date of first attendance
** These offers cannot be used in conjunction with any other offer



Bespoke Training

Training is a way to encourage people to perform better and so improve the profits of the business. Nearly half of those companies who invest in staff training end up saving money. Those that don't are 2.5 times more likely to fail.

We understand that at times, it may be tempting to slash that training budget or indeed stop training but this could turn out to be a costly mistake.

Derbyshire and Nottinghamshire

Chamber are able to put together packages of training targeted especially to meet the needs of your business. We will explore with you the best ways of meeting your objectives and ensure that the training you receive is relevant and cost effective.

A bespoke training package means you can cover as much ground as possible in a short time; pick content from several courses; gain skills for a specific task or get focused attention for specialist users.

We can deliver at your premises so your staff make the best use of their time, or hold the training at a venue suitable for you.

You don't need huge groups; bespoke training courses can run with just a small number of staff, and it really is cost effective; some companies have saved thousands of pounds on their training budget by training with the Chamber.

Many businesses have come to us with specialised needs and the training we have delivered has indeed "made a difference":

"We recently held an in-house training session on "Customer Service Excellence" run by the Chamber. The event was tailored to our business and the result exceeded our expectation. Not only did the staff come back motivated and more aware of how important their roles were but they were also inspired to make their own presentation to Management of how we could improve the department. The day was more of a mentoring session than a course and the presentation and delivery superb. I will definitely be using the Chamber's services again."

Richard Tennant
Managing Director – Tennant Group Limited.

"Our employees who attended the presentation on "How to Write Persuasive Sales Quotations and Tenders" were very impressed with the common sense approach put forward and have implemented many of the suggestions."

Peter Cobham,
Group Sales Director – The Greenbank Group UK

For further information or to discuss your requirements please contact our training advisor on **0115 933 0000** or email **business.training@dncc.co.uk** or visit our website **www.dncc.co.uk**





Institute of Leadership and Management

Working with Challenge Consulting the Chamber is pleased to offer a range of ILM nationally recognised qualifications.

Please note funding may be available for a key member of staff to undertake the following programmes:

ILM Award in Team Leading - Level 2

This highly practical programme is ideal for new and aspiring team leaders, as well as those who are experienced within the role and who would like a refresher. Our modular 6 day programme covers all of the key topic areas essential for team leaders and provides practical advice and techniques on how to get the best from themselves and their teams

- Induction – managing and organising yourself
- The role of the team leader
- Communication skills
- Managing people
- Leading and motivating your team
- Review and course assessment

Duration: 9.30am – 4.30pm

Price: £895 + VAT

ILM Award in First Line Management – Level 3

A qualification designed for those who need an enhanced understanding of the work environment and appreciation of how to get the best from themselves and others. Our modular 7 day programme will help you to develop a breadth of understanding to tackle work place problems and bring about improvements in an informed and confident way.

- Induction – Developing yourself and others
- Problem solving and decision making
- Understanding the team and feedback techniques

- Leadership skills
- Tutorial guidance and presentation skills
- Course review and presentations

Duration: 9.30am – 4.30pm

Price: £995 + VAT

ILM Award in Management – Level 5

Designed with Senior Managers, Business Owners and Directors in mind, this 8 day modular course will support participants towards engaging their staff, creating and maintaining high performance teams and maximising upon resources within the business. It is designed to challenge current thinking and identify opportunities for the future.

- Business planning for success
- Leading change in the organisation
- Managing and employing others
- Improving efficiency and effectiveness through planning and organising
- Understanding finance and costs
- Communicating effectively and presenting your case
- Tutorial workshop and assessment guidance
- Action learning leadership forum – real time business development workshop

Duration: 9.30am – 4.30pm

Price: £995 + VAT

ILM Diploma in Management – Level 5

This 20 day course which lasts approximately one year (one full day each 2/3 weeks), leads to a prestigious and well regarded qualification. It considers all aspects of management theory and application within the workplace, enabling improved understanding and confidence to deal with complex issues within business and is ideal for those who are aspiring to higher levels of management. Myers Briggs Profiling and a Leadership Activity event are included in the programme.

- Developing yourself as a manager
- The organisation in context
- Communication skills
- Information and planning for leadership decisions
- Residential and team building
- Developing yourself
- Managing people
- Meeting customer needs and managing finances
- Course review and presentations

Duration: 9.30am – 4.30pm

Price: £2200 + VAT

ILM Level 7 Diploma in Executive Management

For Senior Managers and Directors who require training in strategic planning and direction we are also able to offer the ILM Level 7 Executive Diploma in Management. The programme consists of 24 days spread over 15 months. For further details contact the Business Training Team.

Bespoke ILM Qualifications

We are able to offer the following types of qualifications, tailored to your needs, on an in-company basis:

Level 2 Award and Certificate in Team Leading

Level 3 Award and Certificate in First Line Management

Level 5 Award, Certificate and Diploma in Management

Level 5 Award, Certificate and Diploma in Leadership and Management

Level 5 Award and Certificate in Leadership

Level 7 Award, Certificate and Diploma in Executive Management

ILM Endorsed and Development Awards

Where your organisation requires a fully bespoke programme, this can be designed and tailored to your needs and quality assured by the ILM. Each participant will receive a certificate bearing the ILM logo, providing credibility and assurance that the programme has been designed and delivered to a high standard, and will bring tangible benefits to the business. Please contact the Business Training team on **0115 933 0000** for further details or email **vicki.thompson@dncc.co.uk**





The Business Development Programmes

What's your vision for your business and how do you get your people to make your vision happen?

These 'how to' programmes will help you to get the best from your business!

The Director Development Programme

Each session is designed to allow you to apply the principles covered during the session. This ensures that the business development process is practical and that the material covered will be used immediately.

At the end of each session you will be given action steps to carry out to continue the process begun during the sessions.

What can you expect if you attend this programme?

If you're a Director or Senior Manager in a local company, this programme is designed for you to make a real difference in getting your business to consistently achieve its objectives.

Cost/Duration

This course runs over 6 days from 9.30am to 4.30pm.
Members fee £990 + VAT, non members £1260 + VAT.

Trainer

The course is led by Charles Barnascone.

The Sales Development Programme

This modular programme is designed to make a real difference to how your sales people approach their role.

Each session is designed to allow you to apply the principles covered during the session. This ensures that the business development process is practical and that the material covered will be used immediately.

What can you expect if you attend this programme?

A thorough and in-depth understanding of the total sales process and the tools needed to maximise sales at all levels with customers both large and small.

Cost/Duration

This course runs over 3 days from 9.30am to 4.30pm.
Members fee £495 + VAT, non members £630 + VAT.

Trainer

This course is led by Mark Pickford.

Marketing Development Programme

This programme delivers literally hundreds of insights and ideas about how to prepare and deliver a marketing plan that will:

- put you way ahead of your competition
- revitalise the way you look at your business
- revitalise the way you conduct your business
- give you the motivation to take a series of short steps to reach your personal and business goals

The programme will show you how to make a huge marketing impact for very little cost and how smart working, with systems and processes that produce profitable results, will add substantial results to your business.

The marketing development programme is for people who are involved in the future growth and development of the business and are seeking a proven framework in which to make a positive change.

This programme has been designed to be delivered in three modules, each of three hours duration.

Cost/Duration

The course runs over 3 half day sessions from 9.30am to 12.30pm.
Members fee £350 + VAT, non members £450 + VAT.

Trainer

This course is led by Jim Scott.

Women in Management Development Programme

Delivered in four one day workshop sessions, this introductory level programme will give you the opportunity to apply your learning from each session before attending the next. The workshop sessions are delivered in a fun interactive style that encourages participation and sharing of experiences. There will be discussion and exercises that develop learning and a strong focus on workplace application. Participants will be encouraged to design an action plan for the periods between workshops and to continue their ongoing professional development afterwards.

The programme is exclusively for women and is an excellent starting point for your professional development if you are new to people management. If you're already working at this level, you will still benefit from a solid foundation in essential management practice and there will be plenty of opportunity for exchanging views and experiences with other women Managers.

Cost/Duration

The course runs over 4 days from 9.30am to 4.30pm.
Members fee £660 + VAT, non members £840 + VAT.

Trainer

This course is led by Beverley Hooper.

To Book

To book please call us on
0115 933 0000
or email business.training@dncc.co.uk
or visit our website www.dncc.co.uk

Further Information

Further information on all our development programmes can be found at www.dncc.co.uk

"The opportunity to step back from your business with like minded people and identify solutions to real issues was invaluable - Thank you."

"Very well structured, the delivery was excellent in every way. Charles really knows his stuff and understands the practical issues faced by small businesses."

"Ideal for the small business owner."

"Training will prove very useful."
Rob Sedgewick - Birchwood Products

"Full of information. Very useful."
Mark Dodes - Delamin Ltd





The Master Classes

Short, sharp Master Classes designed to give the maximum impact in the minimum time.

Designed for Chief Executives, Partners or Directors and Senior Managers of micro, small and medium sized businesses.

Make your sales letters, e-mails, adverts and brochures sell hard, encourage prospective customers to read, respond and buy. This fast-paced master class explores the key elements that most influence customers to respond and buy. Headings and subject lines that command attention from busy prospects. How you draw the reader in, encourage them to read on and close. Examples of good and bad copy; what gets read and what hits the bin.

A highly motivational and empowering master class for business owners, directors and marketing and sales people, who want to sell more and for less effort. Whether you're new to sales, or have many years experience, this master class shows you how to win additional new and repeat sales in highly competitive markets, without compromising your price and without working harder.

In this concentrated half-day master class Mike Kingston demonstrates sophisticated investigation, questioning, objection handling and price negotiating techniques that pro-actively encourage customers to buy.

Nine secrets of creating captivating brochures, flyers and e-shots

Half day session

Cost: Members - £95 + VAT, non members - £125 + VAT

Location: Central venue TBC

Trainer: Mike Kingston

The seven disciplines of rapid sales growth

Half day session

Cost: Members - £95 + VAT, non members - £125 + VAT

Location: Central venues TBC

Trainer: Mike Kingston

Eight proven selling techniques

Half day session

Cost: Members - £95 + VAT, non members - £125 + VAT

Location: Central venue TBC

Trainer: Mike Kingston

Confident no stress cold calling

Half day session

Cost: Members - £95 + VAT, non members - £125 + VAT

Locations: Central venue TBC

Trainer: Mike Kingston

How to write sales quotations, proposals and tenders

Half day session

Cost: Members - £95 + VAT, non members - £125 + VAT

Location: Central venue TBC

Trainer: Mike Kingston

Maximise your win rate from customer visits

Half day session

Cost: Members - £95 + VAT, non members - £125 + VAT

Location: Central venue TBC

Trainer: Mike Kingston

This master class has a proven approach that can double your appointments. You will learn how to make positive calls and increase your conversion to order rate. You will also learn how to steal valued customers from competitors.

Do you find sales quotations hard to write? You are not alone! Many top sales people, who confidently win customers in face to face selling, worry when a prospect asks for a written quotation. There are many reasons; you're not sure what they want to read or you can't be certain your key selling points will get through or be understood. That's why this master class is so valuable. It details every stage of effective quotation writing from beginning to end.

Did you know that four out of five potential sales are damaged or killed stone dead by how the majority of sales people respond? This master class will give you the essential skills for every sales person, account manager, representative and business owner who visits customers. This course also shows you how to present your business and products and services to maximise your sales order levels – can you afford to miss out?

One of the most important aspects of leadership is giving direction to your team. It is foundational to success and separates leadership from management. In this master class we will give you some clear tools to be able to create a strategy which will act like a beacon to your team.

It is said that good leaders lead from the front, and that better leaders lead by example. So what is the right example? In this session we look at the behaviours needed from you as a leader to set the right tone for your team. Being an example is not as simple as it first seems, particularly when times are tough.

Natural leaders inspire people to do extra-ordinary things, so are inspiring leaders born or made? The answer is...both! Inspirational leadership can be learnt. There are a few key ingredients which when fully understood and applied can have a dramatic effect on your team and your results.

How to set a competitive strategy and keep your team focused on the results

Half day session

Cost: Members - £95 + VAT, non members - £125 + VAT

Location: Central venue TBC

Trainer: Charles Barnascone

How to lead your team to success when the going gets tough

Half day session

Cost: Members - £95 + VAT, non members - £125 + VAT

Location: Central venue TBC

Trainer: Charles Barnascone

How to motivate and inspire your team to go the extra mile to beat the competition

Half day session

Cost: Members - £95 + VAT, non members - £125 + VAT

Location: Central venue TBC

Trainer: Charles Barnascone

How to innovate your way to success... by breaking the rules... and then re-writing them

Half day session

Cost: Members - £95 + VAT, non members - £125 + VAT

Location: Central venue TBC

Trainer: Charles Barnascone

Good leaders are often mavericks, challenging the status quo, and making the most difficult situations into a roaring success. The problem is what do you challenge, and which parts are critical to success? The key to success is identifying which rules to break, and how to break them. In this session we highlight how to identify the things that are working against you, and how to deal with them.



The Open Course Programmes

These short courses are designed to ensure the training needs of all our members are met.

Leadership and Management

Friend to Supervisor

Get your role under control, and achieve what your company needs from your team. Lead and motivate the members of your team to do their best, assess performance and take action when problems occur. Practise effective communication skills and increase self-awareness.

This course is suitable for:

This is a course for newly appointed team leaders or supervisors working in or with self managed teams. Experienced team leaders or supervisors will benefit also from this re-cap.

Duration: 9.30am – 4.30pm

Price: Members £195 + VAT, non members £245 + VAT



Accredited leadership courses can be found on page 6-7

Effective Team Leader – two day course

This two-day course serves as an introduction to the key aspects of team leading and provides an opportunity for delegates to consider their performance against best practice and to identify areas for further improvement. During this interactive, participative course, delegates will acquire valuable tools and techniques to genuinely enhance their skills in motivating and leading their team.

This course is suitable for:

This course is ideal for delegates who are new to management, or for experienced managers looking to renew and update their skills. Managers who have received no formal training will find the course of particular benefit.

Duration: 9.30am – 4.30pm

Price: Members £325 + VAT, non members £375 + VAT

Project Management

This highly focused, fast-paced, but enjoyable course will use a balance of tutor input, discussion and case studies to gain maximum information retention. Each of the project management techniques identified will be unpacked enabling you to understand how they work, how you can apply them and how they might assist those around you.

This course is suitable for:

This workshop is a must for anyone who is responsible for managing and/or controlling projects; it will benefit individuals, teams and organisations. Delegates will gain skills in planning, monitoring and controlling projects.

Duration: 9.30am – 4.30pm

Price: Members £195 + VAT, non members £245 + VAT

Delegation and Objective Setting

This course will analyse which tasks can effectively be delegated and which cannot, enabling delegates to understand the difference between responsibility, authority and accountability. It will show how delegation can lead to empowerment, motivation and is a form of leadership and how to delegate effectively in terms of setting measurable objectives which are regularly reviewed. It will help staff to recognise the benefits of delegation in terms of self development and empowerment and recognise when additional skills/knowledge are required and to identify the best way for staff to acquire them.

This course is suitable for:

Any manager or team leader/supervisor who is required to delegate to their staff in order to achieve personal and/or team objectives.

Duration: 9.30am – 4.30pm

Price: Members £195 + VAT, non members £245 + VAT

Planning and Managing Change

The course provides practical information and introduces proven techniques that will provide Managers with the knowledge and confidence to implement changes more successfully. It would also serve as a refresher with those more familiar with the issues of change management.

This course is suitable for:

Anyone who is, or will be required to both plan and manage organisational change of some kind.

Duration: 9.30am – 4.30pm

Price: Members £195 + VAT, non members £245 + VAT

Personal Effectiveness

Minute Taking in Business Meetings

This hands-on course, which includes a range of practical exercises, is packed with tools and techniques to help ensure that your minute-taking skills are bang up-to-date. Delegates will learn the skills required to create clearer as well as more readable and concise minutes.

This course is suitable for:

Minute takers who wish to re-examine and improve existing skills and those who may be new to the whole concept of taking and writing minutes.

Duration: 9.30am – 4.30pm

Price: Members £195 + VAT, non members £245 + VAT

Effective Letter Writing

The workshop explains the fundamentals of letter writing and provides an opportunity for delegates to work on a variety of letter types; advising, enquiring and informing. Delegates are invited to bring along examples of letter types to which responses are required, and also to bring examples of standard letter that may need updating or reviewing some of which may be used as case studies.

This course is suitable for:

Staff members who are responsible for drafting letters and/or emails to customers and suppliers and have had little or no training in letter writing.

Duration: 9.30am – 4.30pm

Price: Members £195 + VAT, non members £245 + VAT

Neuro Linguistic Programming (NLP) Two day course

Neuro Linguistic Programming is one of the fastest growing pragmatic tools for getting results and creating success in the world today. With a toolkit of techniques to enhance your communication and influencing skills, you will take a quantum leap in your personal development and confidence. This two day training is a fast and exciting blend of tuition and hands-on practice of the techniques learnt. Personal coaching will ensure that not only do you understand the principles, you can also apply them and make them work for you.

This course is suitable for:

This is an ideal taster session for business people who want to learn some of the most advanced tools for building rapport, creating relationships, effective communication and ethical influence.

Duration: 9.30am – 4.30pm

Price: Members £325 + VAT, non members £375 + VAT



Handling Difficult People

A practical guide on how to handle difficult people effectively and ensure successful outcomes. Delegates will examine aspects of human behaviour and review their options when faced with difficult, aggressive or uncooperative people. This course provides delegates with an opportunity to discuss their own experiences as well as those of others in a safe and supportive environment.

This course is suitable for:

PAs, secretaries, administrators, office managers, supervisors etc who have experienced difficulties when dealing with others and would benefit from a more assertive and confident approach.

Duration: 9.30am – 4.30pm

Price: Members £195 + VAT, non members £245 + VAT

Assertiveness and Personal Development

Delegates will increase personal effectiveness through the use of appropriate verbal and non-verbal techniques, gain greater awareness of the effect of their behaviour on other people, increase a range of options for dealing with others in a variety of situations and explore different behaviours and their effects on the workplace. They will also learn to recognise assertive behaviour and its positive impact in the workplace.

This course is suitable for:

Anyone whose success at work depends on building constructive relationships with their colleagues, customers and clients.

Duration: 9.30am – 4.30pm

Price: Members £195 + VAT, non members £245 + VAT

High Impact Presentation Skills

This course will ensure that you select appropriate media and presentation styles to maximise the impact with your chosen audience; convey your intended messages in a memorable and thought provoking way, making dry or difficult subjects interesting; retain audience interest and suggest creative ways to change the pace and emphasis of a presentation.

This course is suitable for:

Those who are conversant with the basics of presentations skills and feel they would benefit from a refresher course to analyse their style of presentation and delivery and obtain hints and tips to enhance the impact of their presentations.

Duration: 9.30am – 4.30pm

Price: Members £195 + VAT, non members £245 + VAT

Time Management

Do you ever feel that you're just the passenger when it comes to managing time and that somebody else is driving?

If so then this course is a must for you! How would it be if we put you back in the driver's seat – put you more in control of time?

This course is suitable for:

Anyone who feels that their management of time is putting their life out of balance and causing them stress, and who think they would benefit from better organisation and time management.

Duration: 9.30am – 4.30pm

Price: Members £195 + VAT, non members £245 + VAT

Practical Training to Small Groups

This course will provide participants with the knowledge and skills to enable them to transfer their knowledge to staff more effectively on a one-to-one or small group basis. The course should provide extra confidence when dealing with small groups and enable delegates to identify training needs and to draw up training plans for individuals within their teams which can be supported through input from themselves or other specialists. The day will focus on the practical skills required to train small groups and individuals effectively.

This course is suitable for:

Those who are currently responsible for training or coaching others and feel they would benefit from some hints and tips to ensure maximum retention, or those who may be asked to transfer skills to others from time to time.

Duration: 9.30am – 4.30pm

Price: Members £195 + VAT, non members £245 + VAT

Public Speaking

Whether you are speaking to a small team in your office, or an audience of hundreds, there is an art to gaining and then retaining the attention of your audience right through to the end of your speech. An audience will decide in the first few seconds whether they are going to listen to you, and once you've got their attention any number of things will distract them away from you. This workshop will give you a wide range of practical techniques that will make your audience want to pay attention from the beginning of your speech right through to the end.

This course is suitable for:

Anyone who has to speak to a group for more than just a few minutes, whether it's an after dinner speech, a presentation to the board, or a team briefing.

Duration: 9.30am – 4.30pm

Price: Members £195 + VAT, non members £245 + VAT

Essential Skills for Office Administrators and Personal Assistants

Offices that are both efficient and great places to work are not solely the result of hard work and good luck. The secret of success is often the use of established and proven tools and techniques. This interactive and informative day will develop your office management skills and will help to maximise not only your valuable time but also that of your managers and colleagues.

This course is suitable for:

Office Administrators and Personal Assistants

Duration: 9.30am – 4.30pm

Price: Members £195 + VAT, non members £245 + VAT

Networking for Success

This course is all about how to network! It covers the concept of networking, how to overcome the fear of networking and why the use of positive language is so important. This course will help you to build up contacts, network and then follow these contacts up effectively. This course encourages us to consider networking as a pro-active activity rather than simply 'leaning on a bar'.

This course is suitable for:

Anyone whose role involves some level of networking

Duration: 9.30am – 4.30pm

Price: Members £195 + VAT, non members £245 + VAT

Individual Development

Open Up Your Choices

Are you at a crossroads in your career, but don't know which way to turn? Do you know you would like to do something different but are not sure what that something different is? Are you thinking that maybe self employment might be an option but can't decide whether it's for you? People who find themselves in this situation need a template against which they can assess their options. This template needs to include a clear understanding of values, work motivators and skills. This workshop will help you to develop your own personal template against which you will be able to assess all of your options and help to ease your decision making.

This course is suitable for:

Anyone who has been, or is being made redundant and is considering their options. Anyone who is in a job that is not fulfilling, but is not sure why. Anyone who thinks they need a change of career but don't know what that change might be. Anyone who has decided on a change of career but are not certain whether they've made the right decision.

Duration: 9.30am – 4.30pm

Price: £50 + VAT

Change Your Mind to Achieve Your Goals

Do your inner voices keep telling you that you can't do that, or you're not worthy of this? Many of us do not achieve our potential because we are weighed down by those inner voices. People who achieve great success in their lives think in a different way. They are very clear about what they want from life and they manage their inner voices to ensure that the voice inside their head is supporting them to achieve success, not preventing it from happening.

This workshop helps you to be clear about what you want to achieve, provides you with a clear plan to help you to manage your inner voices, and identify changes in your behaviour that will help to ensure that you achieve your own success.

This course is suitable for:

Anyone who thinks they are not achieving their full potential. Anyone who is ambitious but is not sure how to get there. Anyone who is thinking about changing direction, but hasn't the confidence to make that change. Anyone who lets their inner voices get the better of them.

Duration: 9.30am – 4.30pm

Price: Members £195 + VAT, non members £245 + VAT



Legal and Human Resources



Basic Employment Law

This lively and thought provoking workshop will give new managers and business owners an understanding of the basic principles of employment law which underpin their management activities to provide adequate protection for both employer and employees. The workshop aims to equip delegates with enough knowledge and understanding to ensure they do not make mistakes, through ignorance, which could prove very costly to the business.

This course is suitable for:

Anyone with responsibility for managing staff and who is either new to the position, or has little or no prior knowledge of what is required of employers in their dealings with employees.

Duration: 9.30am – 12.30pm

Price: Members £95 + VAT, non members £125 + VAT

Advanced Employment Law

The aim of this workshop is to provide delegates with an update on the latest employment law and consider the practical implications for businesses. As a result of this workshop delegates will be able to update their current level of knowledge and amend their current practices within the workplace where necessary to meet the latest legal requirements.

This course is suitable for:

Anyone with responsibility for managing staff, and who already has some knowledge of basic employment legislation. Delegates who have attended the basic employment law workshop in the morning would also benefit from attending this workshop.

Duration: 1.30am – 4.30pm

Price: Members £95 + VAT, non members £125 + VAT

Stress Management

The workshop will begin with an understanding of the law surrounding stress and why it is important that employers treat it seriously. Next we will consider the causes of stress and the symptoms displayed by those who are distressed. Finally we will focus on the procedure for assessing the risk of stress and managing high risk situations and individuals appropriately.

This course is suitable for:

Anyone who has a responsibility for recognising and dealing with stress within the workplace.

Duration: 9.30am – 12.30pm

Price: Members £95 + VAT, non members £125 + VAT

The Redundancy Process

Redundancy can be devastating. Those people being asked to leave will usually suffer from a complex mix of emotions including shock, anger, grief and fear. How can you soften the blow and give your leavers the best chance possible? What can you do to help them get over their trauma and to maximise the speed at which they find their next role?

What about those left behind and those making and communicating the tough decisions? Again, people endure a huge variety of feelings from relief, to sadness, frustration and concern about how to carry on without former friends and colleagues. How do you help these people not only to come to terms with what has happened but to get them positive about the future again? How do you ensure that your business has the best chance of prospering going forward? Do you have the right people in the right roles and all the necessary skills in place to re-energise the business and drive it on as the economic environment hopefully becomes easier?

Part One – 9.30am – 12.30pm - Redundancy - how to make the best of an awful situation

Part Two – 1.30pm – 4.30pm - Survivors - how to maximise the efficiency of those who are left (or putting round pegs in round holes)

This course is suitable for:

Those who have the responsibility for managing the redundancy process.

Price: Members £95 + VAT, non members £125 + VAT per half day session.

Staff Appraisals and Reviews That Achieve Results

In recent years, the focus of performance appraisals has shifted away from evaluation and strict appraisal of performance towards a more forward looking approach. This focuses upon improving performance and developing the appraisee by means of a well prepared, honest and open discussion. This course covers the importance of effective reviewing, what the purpose of the appraisal is, appraisal techniques and will give you a framework for conducting effective appraisals.

This course is suitable for:

Anyone who has a responsibility of conducting appraisals.

Duration: 9.30am – 4.30pm

Price: Members £195 + VAT, non members £245 + VAT

Finance Skills

Credit Control/Dynamic Debt Recovery

This one-day, highly practical course will provide delegates with the skills, knowledge and confidence to achieve the fast collection of outstanding payments by developing proven in-house techniques to recover debts.

This course is suitable for:

Credit controllers, office managers and those involved in pursuing payment for goods and services provided by their business.

Duration: 9.30am – 4.30pm

Price: Members £195 + VAT, non members £245 + VAT

Collecting Debts by Phone

How do you ensure that your customers pay on time, whilst maintaining a good relationship with them, and retaining their loyalty? Running a business successfully means more than having the right product or service. It means more than good marketing, high sales, able staff, high profile image and good customer care. All these things come to nothing if you don't get paid and paid on time.

This course is suitable for:

All staff involved in chasing overdue payments who wish to enhance their communication techniques and increase their success rate.

Duration: 9.30am – 4.30pm

Price: Members £195 + VAT, non members £245 + VAT

Basic Bookkeeping

By the end of the course delegates will be able to understand accounting terminology, carry out basic double-entry bookkeeping and prepare a simple set of accounts.

This course is suitable for:

Anyone who wants to understand double entry bookkeeping, whether they be owners, managers or accounts staff of small/medium-sized businesses. Even staff using computerised systems will appreciate the opportunity to understand basic accounting principles. A calculator will be needed.

Duration: 9.30am – 4.30pm

Price: Members £195 + VAT, non members £245 + VAT



Planning and Managing Budgets

This course will help you read, understand and give a basic interpretation of financial information; understand the difference between profit and cash, compare historical accounts and budgets; give an interpretation of the business/department performance over time; carry out basic calculations from accounts and recognise areas for concern and recognise the different types of costs within an organisation or department; understand how business profitability can be improved through controlling costs.

This course is suitable for:

Non-financial managers and staff who require a basic overview of accounts and accounting practices within the workplace, including the use of budgets.

Duration: 9.30am – 4.30pm

Price: Members £195 + VAT, non members £245 + VAT

Finance for Non – Finance Directors Day 3 of Director Development Programme

This course will cover the:

- Importance of finance in business
- Profit and loss account, balance sheet and how they are related
- Understanding cash flows and budgets
- How to produce “Key Indicators”
- Overview of corporation tax
- Other useful financial and non-financial information

This course is suitable for:

Directors of businesses who need to have a level of financial understanding.

Duration: 9.30am – 4.30pm

Price: Members £195 + VAT, non members £245 + VAT



People Skills



Customer Service Excellence

Delegates will develop practical ways to create real commitment from the customer and understand the benefits of managing customers assertively. This course is designed to develop a real desire to exceed customers' expectations and to polish the skills needed to develop good customer relationships, both internally and externally.

This course is suitable for:

Individuals who are in direct contact with customers, either face to face or on the telephone. Anyone who wants to retain customers in an increasingly competitive marketplace.

Duration: 9.30am – 4.30pm

Price: Members £195 + VAT, non members £245 + VAT

Professional Telephonists and Receptionists Skills

You never get a second chance to make a first impression! Whether you have a receptionist who takes all incoming calls and greets visitors, or whether this responsibility is shared amongst staff, all employees need to be aware of how important it is to project a professional business image. At the end of this course delegates will be able to handle customers, enquiries and complaints more professionally and with increased confidence.

This course is suitable for:

Anyone who is responsible for meeting customers and visitors either face to face or on the telephone.

Duration: 9.30am – 4.30pm

Price: Members £195 + VAT, non members £245 + VAT

Sales and Marketing



Basic Total Telesales

At the end of this course, delegates will be able to actively generate and increase the 'per call' success rate on incoming, outgoing and the 'cold' telephone calls. This popular one-day session covers the key skills required, from planning the call to closing the sale.

This course is suitable for:

Anyone who has to sell on the telephone or those who have the daily responsibility of creating the right image of their company over the telephone.

Duration: 9.30am – 4.30pm

Price: Members £195 + VAT, non members £245 + VAT

Cold Calling With Impact

Without doubt a successful internal sales person generating quality appointments is the sales god of the office. The challenges they face everyday are tough. Therefore this thought-provoking and dynamic course takes the learner through the very basics of what the real secrets are to making an impact over the phone.

This course is suitable for:

Internal sales executives, field sales who make their own appointment and sales managers.

Duration: 9.30am – 4.30pm

Price: Members £195 + VAT, non members £245 + VAT

Getting to Grips With... Direct Mail

This course recognises that direct marketing is fast becoming the number one advertising medium. Delegates will discover many secrets of the trade and will find out how to increase their direct mail response rate by a minimum 30%, how to lay out a direct mail letter, what to include and leave out, how direct marketing can build new business and keep existing customers, how to use client profiles to build a customer database and then what to do with it and many more hot tips.

This course is suitable for:

Anyone who has tried or is about to embark on a direct marketing campaign or those who realise the potential of direct mail and would like to squeeze the most out of a limited marketing budget.

Duration: 9.30am – 4.30pm

Price: Members £195 + VAT, non members £245 + VAT

Getting to Grips With... Advertising That Sells

This course is designed to provide solutions for developing cost effective advertising campaigns that really work – helping you to save many hundreds of pounds in advertising costs.

At the end of the course candidates will:

- Know how to match the media to the campaign objectives
- Be able to produce an inspiring advertising layout
- Know how much budget to allocate and when
- Be able to evaluate the success of the ad. campaign

This course is suitable for:

Anyone who is involved in advertising and would like help reaching their target audience cost effectively.

Duration: 9.30am – 4.30pm

Price: Members £195 + VAT, non members £245 + VAT



Health, Safety and Environmental



Emergency Aid

This course is one day of training in first aid for “Appointed Persons”. Appointed persons are people nominated by an employer to be responsible for any employees injured or taken suddenly ill while at work. They are only expected to cope with the situation until a fully trained first aider arrives.

Duration: 9.00am – 5.00pm

Price: £75 + VAT

IOSH – Working Safely

This nationally recognised certificate is validated by IOSH (Institution of Occupational Safety & Health). The short assessment is done through the completion of a multi-choice question paper at the end of the day, and through ongoing practical assessments during the course.

This course is suitable for:

All people whose work exposes them to risk. It is also an excellent introduction to safety for safety representatives and safety co-ordinators in low risk environments. The IOSH Working Safely course provides a good introduction to health and safety for ALL employees.

Duration: 9.30am – 4.30pm

Price: Members £154 + VAT, non members £174 + VAT, this cost includes workbook and certification.

IOSH – Managing Safely (four day course)

Accredited by the Institution of Occupational Safety and Health (IOSH), this nationally recognised qualification is specifically designed for managers and supervisors from all businesses.

This course is suitable for:

Those tasked with the responsibility to manage health & safety effectively in compliance with both their organisation's policy and best practice in UK health and safety will find this course invaluable.

Duration: 9.30am – 4.30pm

Price: Members £745 + VAT, non members £845 + VAT, this includes workbook and certification.

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Neboosh – National General Certificate in Occupational Health and Safety

The NEBOSH National General Certificate is a qualification designed to help those with health and safety responsibilities. It will help ensure that decisions are made from a position of knowledge across a broad range of hazards and work activities.

It is the most widely held health and safety qualification in the UK with nearly 100,000 people having gained the award since it was launched in 1989.

The duration of study for the National General Certificate is a minimum of 87 hours plus private study and background reading. Each written paper consists of one 'long-answer' question and ten 'short-answer' questions. All questions are compulsory.

This course is suitable for:

Managers, supervisors and employee representatives, to carry out their duties at work more effectively and to protect the organisations for which they work. No previous health and safety knowledge is required but students must be able to write short reports.

Duration: The NEBOSH (National Examination Board in Occupational Safety and Health) programme runs over 10 days plus 3 days for examinations and revision.

Price:

- Courses running in Chesterfield are in association with Corporate Risk Systems and cost £1299 + VAT
- Courses running in Nottingham are in association with BCS College and cost £1325 + VAT

Information Technology (IT)



We use a different trainer for our IT courses at each of our locations. For an accurate breakdown of what each course covers, please contact us for further details.

Dates for all our IT courses, at each location, are planned to allow progressive learning.

Foundation Word

This course will give you the necessary skills to create, save and print documents using MS Word. The course focuses on quick ways to select, edit and format text and you will learn how to give your work a professional finish. The course is full of time saving tips and shortcuts.

This course is suitable for:

No previous experience of Word is required for this course although PC skills and familiarity with the keyboard and mouse are expected. You don't need to be a touch typist to attend. Existing basic users of Word will also gain valuable knowledge and confidence in using the package by attending this one day course.

Duration: 9.30am – 4.30pm

Price: Members £150 + VAT, non members £195 + VAT

Intermediate Word

This course is aimed at those users who wish to get more from Word. Time is allocated to allow users to have questions answered and topics can be flexible to take account of this.

This course is suitable for:

Users who are familiar with and have a good understanding of Word and would like to improve their efficiency and knowledge at using the package.

Duration: 9.30am – 4.30pm

Price: Members £150 + VAT, non members £195 + VAT

Advanced Word

This course is aimed at those users who wish to get more from Word and who create large and often complicated documents. Time is allocated to allow users to have questions answered and topics can be flexible to take account of this.

This course is suitable for:

Users who are familiar with and have a good understanding of Intermediate Word.

Duration: 9.30am – 4.30pm

Price: Members £150 + VAT, non members £195 + VAT

Foundation Excel

This course focuses on introducing you to MS Excel. You will gain an overall understanding of how Excel works, be able to create your own spreadsheets and your own simple calculations and charts.

You will gain confidence in using the package and learn many tips, tricks and shortcuts.

This course is suitable for:

No previous experience of Excel is required for this course although PC skills and familiarity with the keyboard and mouse are expected. Existing basic users of Excel will also gain valuable knowledge and confidence in using the package by attending this one day course.

Duration: 9.30am – 4.30pm

Price: Members £150 + VAT, non members £195 + VAT

Intermediate Excel

This course will introduce you to some of the more powerful tools available within Excel and gain a greater understanding on how Excel can save you time. You will learn and see new features that will help you to use Excel more efficiently.

This course is suitable for:

Users who are familiar with and have a good understanding of Excel and those who use it regularly and write their own basic formulas.

Duration: 9.30am – 4.30pm

Price: Members £150 + VAT, non members £195 + VAT

Advanced Excel

This course will introduce you to some of the more advanced tools within Excel and introduce more advanced functions. You will learn and see new features that will help you to use Excel more efficiently.

This course is suitable for:

Users who are familiar with and have a very good understanding of Excel but wish to further their knowledge on more complex formulae and Excel features. Those who regularly use the software and feel competent at an intermediate level.

Duration: 9.30am – 4.30pm

Price: Members £150 + VAT, non members £195 + VAT

Microsoft PowerPoint

Don't inflict death by PowerPoint on your audience. Learn how the professionals put their presentations together. Impress your colleagues by adding that professional touch to your presentations. If you would like to make your presentations memorable without being over the top, then this is the course for you.

This course is suitable for:

No previous experience of PowerPoint is required for this course although PC skills and familiarity with the keyboard and mouse are expected. Existing basic users of PowerPoint will also gain valuable knowledge and confidence when using the package by attending this one day course.

Duration: 9.30am – 4.30pm

Price: Members £150 + VAT, non members £195 + VAT

Microsoft Project

This one day course is aimed at users wishing to use this visual planning tool to take the strain out of project planning. The day will consist of guided learning sessions combined with hands-on exercises.

This course is suitable for:

Users with little or no experience who wish to become proficient in the use of Microsoft Project to break down, chart and keep track of projects. Delegates will learn how to assign personnel to tasks and manage their time, print informative reports and link into other Microsoft Office applications to produce professional Project documents.

Duration: 9.30am – 4.30pm

Price: Members £150 + VAT, non members £195 + VAT

Introduction to Sage Instant Accounts

By the end of this course you will be able to operate your Sage Instant Accounts program with maximum efficiency, there by saving you valuable time and allowing more effective management of your company's business accounts.

This course is suitable for:

Those who wish to fully utilise the software to produce management information, ensure a month end process is followed and to help prepare for the year end accounts.

Duration: 9.30am – 4.30pm

Price: Members £175 + VAT, non members £225 + VAT

Introduction Sage 50 Accounts

Delegates will be able to process the basic accounting transactions required to operate the software, including customer and supplier transactions, activity and reporting, bank reconciliation and nominal ledger analysis. Error corrections and maintenance routines will also be covered to provide confidence to the delegates in operating the software.

This course is suitable for:

Those who require an introduction to the main areas of the software.

Duration: 9.30am – 4.30pm

Price: Members £175 + VAT, non members £225 + VAT

International Trade

All enquiries for International Trade courses should be directed to lisa.Metcalf@dncc.co.uk or telephone **01246 207207**.



Export Foundations

This course gives newcomers to International Trade a clear insight into basic procedures, good practice and the essential documents which they are likely to meet. Of equal importance is a discussion of the main pitfalls of non-compliance and how each of the elements examined contributes to prompt and profitable payment for the company.

This course is suitable for:

Managers and staff in the accounts, export sales and shipping departments who need quickly to take on board the fundamentals of International Trade procedures.

Duration: Full day

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E: eeninfo@dncc.co.uk

Import Procedures

People import to save money – if they do not follow the necessary procedures they can incur many extra costs, delays in the movement of goods – and even possible seizure of their imports. This course is specifically designed to ensure that delegates meet the necessary financial, transport and legal requirements, thus avoiding these problems.

This course is suitable for:

All those working in the import departments of buying/manufacturing companies or those individuals who are interested in starting to import on their own account.

Duration: Full day

International Trade Operations and Procedures (ITOPS)

ITOPS is a recognised International Trade qualification covering the five main elements of Export Administration. The course includes 4 full day workshops, approximately one every fortnight followed by an assessment.

This course is suitable for:

Those involved in International administration, preparation of documentation, finance, Letters of Credit, dispatch and delivery, customs and legal procedures.

Duration: 4 full days (approximately 2 weeks apart)

Export Documentation

Delegates will learn all about the important documents used in International transactions. They will learn HOW to complete them, WHEN to use them, WHAT procedure they have to follow and, more importantly, WHY they are required. The course notes will contain a complete set of accurately completed export documents as well as other vital information.

This course is suitable for:

All staff working in export manufacturing or freight forwarding who are required to produce, or have an in-depth understanding of the documents used in International Trade.

Duration: Full day

Letters of Credit

This practical course is specifically designed to make those attending aware of (and how to avoid) the many pitfalls that can prevent payment when using Letters of Credit.

This course is suitable for:

All staff working in export administration, sales and finance who need to have an in-depth and working knowledge of the procedures required to ensure payment for goods sold world-wide under letters of credit.

Duration: Full day

Understanding Incoterms

An understanding of Incoterms is fundamental to International Trade. Without such knowledge a trader may find he is liable for any number of costs and responsibilities, which are genuinely not known at the signing of the deal. This course gives delegates a detailed breakdown of what the Incoterms mean.

This course is suitable for:

Staff responsible for International sales negotiations and those involved in the production of export quotations. It would also be of value to staff newly appointed to an export role.

Duration: Half day
Dates to be confirmed

Appointing Agents and Distributors

Selecting the best method of overseas representation is more often than not fraught with difficulties. This course simplifies the process, no matter which method is evaluated: agent, distributor, or some form of joint venture. It identifies sources of valuable information on which to base the important decisions, discusses strategies for appointment and outlines motivation and control methods.

This course is suitable for:

Export sales staff and managers who contribute to policy decisions relating to distribution, investment and long-term strategic planning.

Duration: Full day

Exhibition Masterclass

Taking a stand at a trade show or exhibition costs money and is a collection of many different sorts of opportunities in a short space of time. This course gives delegates an insight of how to maximise opportunities at exhibitions and Trade Fairs. The course is split into 4 sessions covering preparation, stand and staff, operation at the show and what to do after the show.

This course is suitable for:

Companies and individuals who want to promote their services and optimise their attendance at exhibitions.

Duration: Full day

Customs Visits and Audits - 'A Survival Guide'

All exporters and importers are responsible for their own transactions. Many traders fail to meet the legal and financial demands imposed by HM Revenue & Customs (HMRC). This course offers practical advice to those attending to ensure that problems are minimised and professional relationships are established and maintained with HMRC.

This course is suitable for:

Those working in an export and/or import environment, issuing reports to customs, accountancy or administration.

Duration: Full day

Rules of Origin and International Trade Preference

This course is designed to tell you how rules of origin work, and whether you are taking the right steps to make sure you comply with the entire rule.

This course is suitable for:

Those working in logistics, company accountancy, import or export personnel, finance and/or administration.

Duration: Full day

We can also arrange for courses to be run In House.

For more information, dates, venues and costings or if you would like to be kept updated with new courses and courses which may be of interest please email lisa.metcalf@dnc.co.uk or julie.whiting@dnc.co.uk or telephone **01246 207207**.



Don't take our word for it ...

“An excellent course, extremely interesting and thought provoking (Time Management course)

Stephen Ward
BPECC Ltd

“An excellent course. A real eye opener to aspects of Project Management we miss - when it's too late (Project Management course)

Sammy Purewal
Conference Derbyshire

“The course is interesting and of real value. It was a worthwhile and pleasantly demanding day. As Sales Manager of the UK's leading generator manufacturer I value training which is concise, to the point and worthwhile. I have no hesitation in recommending the Derbyshire and Nottinghamshire Chamber for training (Excel Training)

Barry Kimber
Harrington Generators International Limited

“Very beneficial for personal effectiveness and coaching others (NLP)

Zoe Johnson
Legal Services Commission

“Inspiring course, more like this please (Director Development Programme)

Cherry Macknay
Quo Vardis

“Very thorough, felt like all questions I had were answered, I feel as though I can go away and make a difference to the effectiveness, don't feel too bogged down with information though (Effective Team Leader)

Claire Middleton
BPI Recycled Products

“Opened my mind to new ideas – improved self confidence. Excellent course, well delivered – left me curious and wanting more (NLP)

Mark Mansfield
Legal Services Commission



To Book

To book please call us on **0115 933 0000**
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our website **www.dncc.co.uk**

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