

# Training and Consultancy



West Cheshire &  
North Wales  
Chamber of Commerce

The Ultimate Business Network

# The Chamber Skills Network

Each year the Chamber Skills Network offers training to over 200,000 individuals, with more than 18,000 learners on work based learning programmes, and delivers more than 6,000 courses nationwide.

The Chamber Skills Network is the only national training provider covering the following areas:

- Skills development for young people before they leave compulsory education
- Apprenticeships for 16-24 year olds
- Workforce development for employers
- Business start up programmes

With such close ties to local business, the Chamber Skills Network is able to design courses and programmes to meet specific needs.

This brochure provides an insight to the scope of courses available, in addition to the provision of bespoke solutions tailored to your unique requirements and business goals.

## **A collaborative approach**

We believe our trainers are our best assets, and ensure the highest standard of provision at all times.

We also understand the need to offer employers various workforce development programmes across North Wales and West Cheshire. With this in mind, we are pleased to offer quality solutions through collaborative strategic partnerships.

We would be delighted to arrange a visit at your convenience, and whatever your development needs are, we look forward to working with you and your organisation.

## **The Training Team - West Cheshire and North Wales Chamber of Commerce**

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# Leadership and Management Courses



## **Fit for Business**

This interactive workshop provides an opportunity for business leaders/sales staff to take time out to plan and develop a practical sales strategy. Assessing the competition and required growth rates, reviewing essential activities with roll-out logistics, will provide clear milestones for you and your staff. This is a very company focused workshop allowing you to leave with your personalised plan of action. If you have never attended this workshop, you will wonder why not.

## **Increase your Personal Effectiveness**

Personal effectiveness is an essential part of our lives, but there is a need to consider how to become personally effective. This is not a luxury; it is a must to succeed in our daily activities.

Life is not a dress rehearsal. Whether you work for a large company, run a household; manage your own company, or work within a charitable organisation, it is vital to make the most of opportunities as presented.

As most people aspire to be the best at what they do, it makes sense to spend some time discovering what personal effectiveness is; how to get it, and what changes are needed to achieve optimum effectiveness.

The aim of this workshop is to enable Team Leaders/Managers to utilise their time more effectively and apportion it to the right activities, thereby embedding this learning process, through example to your staff. These skills minimise stress and enable you to effect change with greater success. An understanding of how we can make ourselves more effective is fundamental to our personal well being and our company's future.

## **Delegation Skills**

Delegation remains one of the critical management processes which, if performed badly has significant negative impact on the achievement of tasks and staff morale. Done well, it builds innovation, trust and motivation. This one day course will discuss the definitions, the barriers to delegation, and provide tools and techniques, including dealing with difficult team members.

## **Managing People and Performance**

Do you get a headache every time you think about managing people and their performance? Are you dreading the thought of having to deal with people who don't perform as well as they should? Getting the message across about what you expect people to do, and how well you need them to do it, is just one of the essential requirements for managing people and their performance. Gathering evidence, measuring what is being achieved and giving feedback are also important management skills. And what happens when performance isn't all that it should be? How do you deal with that constructively? It's not always easy but we can show you how!

Using the right approach for different situations, this course is for new and experienced managers who want to make the most of the valuable and costly resource available to them (people!). It focuses on:

- Making the link between people, performance and business objectives
- Understanding the knowledge, skills and behaviour (KSBs) that employees need
- Communicating job and performance expectations
- Gathering evidence of performance and giving constructive feedback about performance
- Dealing with poor performance
- Motivation and delegation

Learning review and setting goals for further development

## **Building High Performance Teams**

Team working is the established methodology in most organisations and is an essential part of a manager's remit. This workshop is an indispensable, practical guide to leading teams with expertise, developing skills to project manage, establishing trust between team members, maximising and measuring performance.

A power packed day will provide you with a choice of practical templates and ideas to take back to your workplace.

## Being a Highly Effective Manager

This course covers how to lead, how to empower and how to be a responsible manager. 'Observation is the best teacher' therefore managers must display the best management attributes. This course will develop skills to improve all aspects of your daily management style.

## Project Management

At the heart of a successful organisation, is effective project management. This one day course will introduce basic project principles along with simple tools and techniques for monitoring performance and reviewing plans.

A two day course is also available providing more advanced project management techniques. Attendees will work on live project issues and with documents they can take back into the work place and use in their businesses.

## Managing Change Within Your Organisation

Anyone who has ever been involved in change knows it can be an uneasy task due to the many aspects that need to be carefully considered. This course covers how to cope with change and lead systematically through elements of the change process. A big part of the change process is; knowing how to cope personally, and how to assist your colleagues for the benefit of your organisation.

## Developing a Marketing Strategy

At the conclusion of the course, you will have been able to identify all the essential elements of a marketing plan. You will have created a list of data requirements and designed a workable framework for you.

You will be able to relate to all the marketing concepts and know how to apply them in your industry/service or trade. You will also have fun! The topics covered are;

- The Marketing Concept – how to make it apply/work for your company
- Speaking the Language of Marketing
- Marketing plan – why have one!
- Market research – to do or not to do
- Launching New Products
- Advertising/ sales and Promotion within your marketing plan
- How to exploit Public Relations
- Diffusion and Integration within your market

- The Matrix World and how it can help you understand your market better = Ansoff's Matrix, Boston Group Matrix, Emergency Matrix
- Marketing jargon and making sense of what you need to do
- Marketing mix – individual exercise on how to identify the right mix for you/your service or product

It's all in the name – Branding, does it really matter?

Product or service mix?

Market Position and Segmentation – who is your market, what is your market, what are the boundaries?

Internal and External marketing

Customer, prospects, penetration

## **Conducting Staff Appraisals**

Managing performance is always a challenge for managers. Collecting evidence about how people are doing and giving constructive feedback is time consuming and not always easy. Recognise the value of using formal appraisal schemes and find out how to assess performance and give feedback.

This course is for managers at all levels who use, or are considering using, formal appraisal schemes to manage people and performance. It focuses on:

What staff appraisal is and what it involves

The range of appraisal methods and tools that can be used

Gathering evidence of performance and giving constructive feedback

Identifying training needs

Planning employee growth and development

Learning review and setting goals for further development

## **Powerful Presentation and Public Speaking Skills**

Presenting to groups is one of the most stressful experiences for many people. The fact is that speaking in public is the number one phobia in the world today. This poses a dilemma, in that most presentations are not just about distributing information, they are also about building or losing reputations. In this programme you will learn how to:

Significantly improve the standard, professionalism and impact of presentations

Analyse and improve upon the communication of information from a presenter to an audience

Harness nervous energy to ensure you deliver your message in a clear, relevant and meaningful way for a range of different audiences

Plan and structure a presentation, design visual aids, and prepare for audience interaction

## **Leadership and Management Skills**

To ensure success in business, every manager needs to work on developing their leadership and management skills. If you fail to share your vision for the business, provide a sense of direction, set an example and inspire your people, how can you expect them to follow you? And when it comes to management, are you able to organise, direct, motivate and support your staff? Do you have what it takes to get things done with and through the efforts of other people?

This course is for new and experienced managers who need to demonstrate strong leadership and manage individuals and teams. It focuses on:

What leaders do and don't do

Key skills and qualities of inspirational leaders

- Leadership styles and situations
- Leadership self assessment
- Creating fellowship
- The 6 core skills of management
- Developing excellent communication with staff
- Learning review and setting goals for further development

## **Telephone Selling Skills**

Using the telephone effectively has become an essential part of business. This participative workshop gives you the tools to develop your telephone skills to meet your needs. It focused on:

- How to 'Open A Call' without creating resistance
- 3 simple ways to Build Rapport
- The little-known way to Get Past The Gatekeeper
- 5 proven steps to gain attention
- 2 simple keys to Show You Are Listening
- Discover in a matter of minutes how to Overcome Objections
- 4 proven strategies for Conquering The People Who Sit on the Fence
- 7 tips and tricks for Asking Questions that make people want what you have to offer
- A free and easy way to Ask For Referrals (thus generating more business and creating allies of your customers)
- Discover how to Handle The Cost Of Your Product or Service on the phone
- How to Avoid Call Reluctance
- The hidden truth behind Closing The Sale
- Your secret weapons for doing Follow- up Calls
- Quick reference Tips for Success in Telesales

## **Team Building**

Do your people work together in effective, cohesive, co-operative teams? Are they individually and collectively achieving great results for your business? Teamwork doesn't just happen by accident. It requires careful nurturing and the right kind of intervention. Discover how to build and maintain winning teams that will guarantee success.

This course is for new and experienced managers who need to build strong, capable and effective, winning teams. It focuses on:

- What is teamwork?
- What makes an effective team?
- The growth and development of teams
- The role and responsibilities of team managers
- Building a highly successful team
- Maintaining the team
- Dealing with team dynamics and conflict within the team
- Learning review and setting goals for further development

## **Problem Solving and Decision Making**

This is a step by step process that helps you gain the information, experience and judgment in solving complex problems and make prudent decisions. There are a number of stages to the process:

Looking at the whole picture, selecting priorities and the right people to resolve the issues  
Clarifying the components of the analysis as appropriate for the task in hand by narrowing down issues into workable pieces.

Identifying potential problems and opportunities that may arise: via a systematic process to identify problems and develop contingency plans and capitalise on opportunities

Performing a situation appraisal

How to avoid panic and act rationally when a crisis arises, and ensure the plan of action is the correct one

How to avoid wasting additional money and resources by tackling the wrong issue

This workshop is designed for managers at all levels, from supervisors, middle managers to top executives. Employees and support staff who participate in problem solving in their units are also encouraged to attend.

## **Managing Change**

Change happens – constantly! It can also be a difficult experience for managers and employees as they let go of the old way of doing things and are forced to do things differently. Learn how to plan, prepare for and successfully implement change and discover how to recognise the causes and signs of stress at work and take steps to reduce it.

This course is for new and experienced managers who need to respond to and implement changes in the business and all managers who are responsible for the work and well being of others. It focuses on:

Understanding change and the impact it has on people

Preparing and planning for change

Communicating about change

Successfully implementing change

Recognising the causes and signs of stress at work as a result of change

Taking steps to reduce stress

Learning review and setting goals for further development

## **Customer/Client Care (half day)**

In today's challenging business environment, excellent customer/client care is essential but so many people get it wrong! Do you care about your customers or clients? Do you listen to what they have to say about their needs and expectations from your products or services? Without loyal customers who will spread the word to others about your business, how can you expect to survive? Develop a strong customer focus, invest time and effort in delighting them every time and watch your business grow.

This course is for anyone, at any level, who has direct contact with customers/clients. It focuses on:

What we mean by customer/client care and why it is so important

Understanding who your customers/clients are

Making the right impression, first time

Excellent communication skills

Dealing with difficult situations and handling complaints

Learning review and setting goals for further development

## **Selling and Marketing with NLP**

We begin by giving you tools to create a heightened awareness of the leader within. Leading, inspiring and engaging other people first requires a command of the Self. You will become aware of the deep rooted thinking patterns behind your behaviour, and learn to use a range of techniques to make positive changes. We use these change tools to then assist you in your selling and marketing techniques. Some of the key areas you will explore are:

Decision-making

Decisiveness and acting with confidence

Openness and receptivity: learning to utilise other contributions to assist your sale

How you utilise your time: be the master of time and task

Your self-confidence: be confident in unfamiliar or difficult situations – handling objections

Your unique motivation traits profile: develop flexibility – to deal with any customer

Your ability to be self-motivated: be pro-active and use your initiative – don't let rejection get you down

Creating an aspiration, if you don't have one: being fired up about something worthwhile to you and to others – your personal plan to keep momentum

Acting and executing ideas in a timely fashion: turning great ideas into positive action – to win sales

Being a role-model for others: setting the bar for success

## **Selling Skills and Cold Calling**

This course is designed to provide you with the essential techniques and strategies to understand the sales process and how to overcome objections so that you will close more sales and exceed your targets.

Who Will Benefit From The Course?

Field sales people

Business to business sales people

Sales people who have had no formal training on the subject before

Sales people who need a refresher and need to get "back to basics" and refocus their time and effort

New sales people

Client relationship managers

Account managers

Business development managers

Commercial managers

What Will You Gain From the Course?

Learn the difference between an average sales person and a superstar sales person

Learn how to identify the specific needs of your client and how to match these with what you are selling/offering

Learn how to prepare for sales presentations and calls

Learn how to overcome objections and excuses in a positive and influential manner

Learn how to build up credibility and "likeability" from your prospect

Learn how to elicit your prospects needs and desires and how to read these

Enhance your questioning and listening skills

Learn how to use body language and non-verbal communication to your advantage - how to influence your client without them knowing!

Learn how to understand the motivations of your prospects  
Learn techniques of how to get to that "YES" and close the sale  
How to get your point across without the waffle  
Learn how to build effortless rapport with your prospects  
Learn how to make that positive first impression  
Learn how to generate business over the telephone

## **Great Communication**

Is getting through to your colleagues often a challenge? We have some fantastic communication tools we would like to share with you. They have been developed to illustrate areas of self awareness and perception of self by others. The theories provide clues towards creating an open and honest environment and insights into communication difficulties.

We also explain the basic stages of communication and how they can be applied in a range of situations where interpersonal relationships need developing.

The course will focus upon:

Helping managers and leaders gain greater self awareness. Understand what impact they have when they communicate with their team. How their style should be and can be adapted to suit each of their team members to improve the relationships and avoid misunderstandings.

People who attend this course will;

Be able to diagnose the reasons for poor relationships in teams

Identify key strengths and weaknesses with their communication methods

Identify their own self awareness and perception of self by others

Recognise the logical stages through which people progress in the development of relationships

Demonstrate a foundation for developing more open relationships within teams

## **Managing the Chaos and Prioritising**

Do you feel like you are in a whirlwind? In a modern business environment it is becoming increasingly difficult to stick to a daily plan.

In our chaotic world it is imperative that we manage our priorities in a stress free, well organised and efficient way?

The course will focus upon:

Helping managers and leaders to manage their day more effectively by being prepared for the unexpected situations.

Clearly recognising where time is being spent during the day.

Establishing which team members have the skills to deputise

Learning to trust team members with more responsibility and delegate less important tasks

People who attend this course will;

Identify their perfect day

Identify the importance of each daily task and prioritise them

Recognise what are their time stealers

Identify why time management issues arise

Be able to demonstrate how to minimise wasted time and distractions

Recognise when & what to delegate to others

## **Developing a Motivated Team**

Motivating and developing teams every day is a challenge and whilst the formal appraisal system gives team members guidance on what is expected of them would they say it keeps them focused and motivated on a day to day basis? Maybe not!

Do team members dread their end of year appraisal?

Are they unsure about what feedback they are going to get?

This course will provide Supervisors and First Line Managers with the skills to not only plan for performance but to lead performance and review it consistently throughout the year.

The benefits of effective at Planning, Leading and Reviewing Performance are that Team Members:

Know what is expected of them with SMART objectives

Have a clear bench mark against their colleagues and know what good looks like

Have the opportunity throughout the year to improve their performance

Are encouraged to push themselves further

Are clear on what they need to do better

Do not dread the year end review

Will have a good relationship with their line manager due to consistent communication

If Supervisors and First Line Managers are effective in developing and motivating teams your organisation will benefit from:

Increase in profits as a result of employee performance

Staff retention, keeping those recruitment costs low

Improved quality and productivity with accuracy, efficiency and great customer service

Confident staff, decreasing their reliance on management

A credible business image enabling you to attract the best employees

## **Disciplinary, Grievance & Sickness Absence Management**

Handling disciplinary matters and grievances in the workplace can be complicated and daunting for managers, at all levels. Properly handled, issues can be effectively resolved to the benefit of all concerned and harmony can be maintained. However, get it wrong and not only can matters spiral out of control, but there is a real risk of the employer ending up before an Employment Tribunal. Absence due to sickness is another huge headache for managers. Every year, millions of business days are lost in the UK through sickness which has a direct impact on business performance. So what can managers do about all this? Quite a lot, as it happens.

Discover how to recognise and correctly handle minor and major disciplinary issues, grievances and sickness absence.

This course is for any manager, at any level, who wants to feel more comfortable about managing disciplinary, grievance and sickness absence matters. It focuses on:

What we mean by disciplinary and grievance issues

The difference between minor and major incidents

Conducting investigations and issuing warnings and sanctions

The principles of sickness absence management

Handling meetings and hearings and conducting return to work interviews

Keeping records, monitoring and review

Learning review and setting goals for further development

## **Confidence Building**

No matter who you are or what you do, do you sometimes feel that your confidence could do with a boost? Do you ever look at supremely confident people and wish that you could be like them? Well, the good news is that you can build your confidence. Confidence and self belief are core life skills that will help you to improve your performance and deal with challenging situations. We can all use a little more confidence at times!

This course is for people who feel intimidated or inadequate in certain situations and who would like to build their confidence and increase their self esteem. It focuses on:

Assessing your strengths and areas for improvement

Identifying your personal values

Exploring limiting beliefs and destroying inner critics

Overcoming negative thinking

Developing and using affirmations and visualisation

Creating the new, confident you

Learning review and setting goals for further development

## **How to boost your business using the media**

Do you want new customers and to see your business grow? We will show you how to promote your business - for free - using the media.

The course, which is a mixture of presentations, discussion and practical hands-on training, covers:

How to approach the media and get publicity for your business

What makes a story and how to spot them in your day to day work

Putting together press releases which always get used

Insider secrets about how to get your business media coverage

People who attend this half-day workshop will come away with:

A 10-step guide to writing a winning press release

A master list of media contacts for newspapers, magazines, radio and television in your area.

An understanding of what journalists are looking for in a story and how to make your business of interest to them.

One-to-one help to create a great press release which is ready to be sent to the media immediately.

Who is the course aimed at?

Anyone who wants to generate business leads and attract new customers/clients without spending a penny

## **Improve Profits, Reduce Stress and Absenteeism!**

With recent reports stating that stress costs British industry millions of pounds each year, learning what stress is – and how to manage it, is vital for every manager! As well as debunking the myth that admitting stress is a sign of weakness, this one-day workshop will show you how to reach peak performance – while at the same time reduce unhealthy stress. And as well as

learning techniques for yourself, you'll also learn how to recognize – and deal with – stress symptoms in others. This workshop will provide you with a unique combination of coaching and stress management tools.

The course will focus upon helping you understand:

The symptoms of stress – and what to look out for...

The causes of stress – some of which might surprise you...

Short cuts and tips to help you deal easily and effectively with stress...

People who attend this course will learn how to:

Use the power of the sub-conscious mind to motivate yourself and others

Identify how our perceptions, beliefs and values play a role in creating stress

Stop your past from affecting your future – the major cause of stress

Use language powerfully, in a way that'll melt others' stress, almost magically

Two self-hypnosis techniques to help you achieve instant relaxation

Who is the course aimed at? People who manage others and people who are interested in self development

## **Coaching Skills For Managers**

Successful companies employ successful individuals. And successful employers recognise that all motivation is self-motivation – and a good manager needs to know how to inspire team members to perform at their peak. Managers who want to motivate their staff help them to understand their goals, work with them to create an action plan to success – and finally do all in their power to help them succeed. After all, it's only when an individual's goals are aligned with those of their employer that phenomenal success is achieved.

The course will focus upon helping you understand:

Why most training fails & what you can do to tip the balance in your favour..

What employees really need if they are to succeed...

Short cuts and tips to help you keep staff focused and energised...

People who attend this course will learn how to help others to:

Identify their personal goals

Create powerful action plans for success

Recognise potential obstacles

Focus on positive – rather than negative - outcomes

Motivate themselves through powerful leverage strategies

Who is the course aimed at? Employers and managers

## **Change Management Made Simple**

Most people fear change – and managers need to understand how to use emotional intelligence to manage change successfully. When change is imposed, it can leave people feeling stressed – and as a result they tend to respond negatively to situations. In this fascinating workshop, you'll learn to understand people's fears and motivations – and how to handle them. You'll also be taught how to deal with people who appear to be “difficult”, how to negotiate a win:win

outcome and how to ensure that your organisation is well positioned to achieve its vision.

The course will focus upon helping you understand:

Why people fear change & how it can make their behaviours more negative...

What you can do to help people reframe the situation and remain motivated...

Short cuts and tips to help you keep staff positive and enthusiastic...

People who attend this course will learn how to:

Understand why people are so fearful of change

Reframe the situation so that others regain a sense of “being back in control”

Align employees’ personal goals with company objectives

Focus on positive – rather than negative - outcomes

Achieve win:win outcomes, even with so-called “difficult people”

Who is the course aimed at? Employers and managers

## **Effective Project Management**

Projects may go very well, or very badly. The difference has much to do with how the project is managed. Effective project management seeks to tackle and overcome the challenges we face by applying tried and tested principles and techniques. In so doing, we increase the likelihood that our projects will deliver the expected outcomes, and make best use of the time and resources we invest in them.

To provide delegates with:

broad coverage of the discipline of project management, its language, processes and techniques, an opportunity to understand how best practice can be tailored to best effect within their own working environment an opportunity to practice and learn some of the most useful and widespread project management techniques

Delegates will understand:

The characteristics of a project such that they can determine what level of structured management

it needs Who should participate in the shared management of a project

How to construct a quantified Business Case

The content of a plan

How to estimate and plan a project’s timescale, budget and content

The means by which to control change

The ways in which risks may be identified and mitigated

The value of closing a project effectively and decisively

Delegates will be able to:

Identify and organise the people needed to form the project’s management team

Facilitate the development of a balanced, prioritised list of success criteria which

articulates the project’s vision. Develop a plan which meets the expectations of stakeholders

Identify risks and issues, and control their management. Produce a progress report which

identifies where corrective action will be needed. Conduct a lessons learned workshop

# Financial courses



## How To Prepare Management Accounts (Full Day)

Business Owners and Managers need to have up to date financial information to help you plan and make better business decisions. While most computer accounting packages will produce Profit and Loss, and Balance Sheet statements, these are only as good as the information that is entered.

This workshop is delivered through a 'hands on' practical approach to ensure delegates get the most out of the course and can apply what they have learnt with confidence.

During the workshop delegates will be provided with template forms to help them prepare Management Accounts for their organisation.

The workshop will focus upon:

- Preparing a Management Accounts file
- How to check if your Accounts are correct
- Accounting for accruals, prepayments and depreciation
- Preparing Management Accounts

Using support Schedules

Delegates who attend this course will:

- Help your business save money on accountancy fees
- Understand how to carry out month end checks
- Discover how to produce a set of management accounts
- Create a Management Accounts file

The course is directed to Small Business Owners, Finance Managers, and Senior Bookkeepers. Delegates should be able to produce a Trial Balance and be familiar with Journal Entries.

Linked courses - Sage 50 Accounts, Budgeting, Month end procedures

## **Start Up/Self Employed Programme I Workshop 1 - What To Consider When Starting Up (Half Day)**

This workshop is the first in a series of five workshops that introduces you to the world of business, helps you decide on the best business structure, covers financial obligations and helps you to run your business.

Templates will be provided to help you manage your business.

The workshop is delivered through a 'hands on' practical approach to ensure delegates get the most out of the course and can apply what they have learnt with confidence.

Detailed description

The workshop will focus on:

Introduction to the programme

Types of business structures

Financial obligations

People who attend this course will:

Understand the different business set up options available to them

Know what has to be done to meet Financial obligations

Understand the pros and cons of running a business

Who is the course aimed at?

People thinking of starting a business or small business owners that have recently started up in business.

## **Start Up/Self Employed Programme I Workshop 2 – Record Keeping And Bookkeeping**

This workshop is the second in a series of five workshops that introduces you to the world of business, helps you decide on the best business structure, covers financial obligations and helps you to run your business.

Templates will be provided to help you manage your business.

The workshop is delivered through a 'hands on' practical approach to ensure delegates get the most out of the course and can apply what they have learnt with confidence.

The workshop will focus upon:

Managing your paperwork

Setting up bookkeeping systems

Single entry bookkeeping

People who attend this course will:

Understand the best ways of keeping paperwork in order

Know what systems to set up and how to manage them

Be able to do their own bookkeeping

Who is the course aimed at?

People thinking of starting a business or small business owners that have recently started up in business.

## **Start Up/Self Employed Programme I Workshop 3 – Credit Control(Half Day)**

This workshop is the third in a series of five workshops that introduces you to the world of business, helps you decide on the best business structure, covers financial obligations and helps you to run your business.

Templates will be provided to help you manage your business.

The workshop is delivered through a 'hands on' practical approach to ensure delegates get the most out of the course and can apply what they have learnt with confidence.

Detailed description

The workshop will focus upon:

Keeping on top of cash flow

How to make sure you get paid on time

Hints and Tips for overcoming excuses

How to recover old debt

People who attend this course will:

Understand the importance of cash flow

Know how to keep on top of credit control

Be better equipped at dealing with difficult paying customers

Understand procedures for recovering old debt

Who is the course aimed at?

People thinking of starting a business or small business owners that have recently started up in business.

## **Start Up/Self Employed Programme I Workshop 4 – Year End Financial Statements (Full Day)**

This workshop is the fourth in a series of five workshops that introduces you to the world of business, helps you decide on the best business structure, covers financial obligations and helps you to run your business.

Templates will be provided to help you manage your business.

The workshop is delivered through a 'hands on' practical approach to ensure delegates get the most out of the course and can apply what they have learnt with confidence.

Detailed description

The workshop will focus upon:

The Profit and Loss Statement

The Asset and Liability Statement

Analysing Financial Information

People who attend this course will:

Understand the terminology and purpose behind Financial Statements

Discover how Financial Statements are put together

Know how to analyse and use Financial information to progress their business

Who is the course aimed at?

People thinking of starting a business or small business owners that have recently started up in business.

## **Start Up/Self Employed Programme 1 Workshop 5 – Tax, Vat And Ni Overview (Half Day)**

This workshop is the last in a series of five workshops that introduces you to the world of business, helps you decide on the best business structure, covers financial obligations and helps you to run your business.

Templates will be provided to help you manage your business.

The workshop is delivered through a 'hands on' practical approach to ensure delegates get the most out of the course and can apply what they have learnt with confidence.

The workshop will focus upon:

Tax and Self Assessment

VAT basics

National Insurance

People who attend this course will:

Understand the basics of tax and national insurance

Discover how tax and national insurance applies to their business

Avoid nasty surprises at year end through proper planning

Who is the course aimed at?

People thinking of starting a business or small business owners that have recently started up in business.

## **Start Up/Self Employed Programme 2 Workshop 1 - What To Consider When Starting Up**

This workshop is the first in a series of five workshops that introduces you to the world of business, helps you decide on the best business structure, covers financial obligations and helps you to run your business.

Templates will be provided to help you manage your business.

The workshop is delivered through a 'hands on' practical approach to ensure delegates get the most out of the course and can apply what they have learnt with confidence.

The workshop will focus upon:

Introduction to the programme

Types of business structures

Financial obligations

People who attend this course will:

Understand the different business set up options available to them

Know what has to be done to meet Financial obligations

Understand the pros and cons of running a business

Who is the course aimed at?

People thinking of starting a business or small business owners that have recently started up in business.

## **Start Up/Self Employed Programme 2 Workshop 2 – Record Keeping And Bookkeeping (Full Day)**

This workshop is the second in a series of five workshops that introduces you to the world of business, helps you decide on the best business structure, covers financial obligations and helps you to run your business.

Templates will be provided to help you manage your business.

The workshop is delivered through a 'hands on' practical approach to ensure delegates get the

most out of the course and can apply what they have learnt with confidence.

The workshop will focus upon:

Managing your paperwork

Setting up bookkeeping systems

Single entry bookkeeping

People who attend this course will:

Understand the best ways of keeping paperwork in order

Know what systems to set up and how to manage them

Be able to do their own bookkeeping

Who is the course aimed at?

People thinking of starting a business or small business owners that have recently started up in business.

## **Start Up/Self Employed Programme 2 Workshop 3 – Credit Control (Half Day)**

This workshop is the third in a series of five workshops that introduces you to the world of business, helps you decide on the best business structure, covers financial obligations and helps you to run your business.

Templates will be provided to help you manage your business.

The workshop is delivered through a 'hands on' practical approach to ensure delegates get the most out of the course and can apply what they have learnt with confidence.

Detailed description

The workshop will focus upon:

Keeping on top of cash flow

How to make sure you get paid on time

Hints and Tips for overcoming excuses

How to recover old debt

People who attend this course will:

Understand the importance of cash flow

Know how to keep on top of credit control

Be better equipped at dealing with difficult paying customers

Understand procedures for recovering old debt

Who is the course aimed at?

People thinking of starting a business or small business owners that have recently started up in business.

## **Start Up/Self Employed Programme 2 Workshop 4 – Year End Financial Statements (Half Day)**

This workshop is the fourth in a series of five workshops that introduces you to the world of business, helps you decide on the best business structure, covers financial obligations and helps you to run your business.

Templates will be provided to help you manage your business.

The workshop is delivered through a 'hands on' practical approach to ensure delegates get the most out of the course and can apply what they have learnt with confidence.

Detailed description

The workshop will focus upon:

The Profit and Loss Statement

The Asset and Liability Statement

Analysing Financial Information

People who attend this course will:

Understand the terminology and purpose behind Financial Statements  
Discover how Financial Statements are put together  
Know how to analyse and use Financial information to progress their business

Who is the course aimed at?

People thinking of starting a business or small business owners that have recently started up in business.

## **Start Up/Self Employed Programme 2 Workshop 5 – Tax, Vat And Ni Overview (Half Day)**

This workshop is the last in a series of five workshops that introduces you to the world of business, helps you decide on the best business structure, covers financial obligations and helps you to run your business.

Templates will be provided to help you manage your business.

The workshop is delivered through a 'hands on' practical approach to ensure delegates get the most out of the course and can apply what they have learnt with confidence.

The workshop will focus upon:

Tax and Self Assessment  
VAT basics  
National Insurance

People who attend this course will:

Understand the basics of tax and national insurance  
Discover how tax and national insurance applies to their business  
Avoid nasty surprises at year end through proper planning

Who is the course aimed at?

People thinking of starting a business or small business owners that have recently started up in business.

## **Finance For The Non Financial Manager**

### Overview

This one day workshop will help Business Owners and Managers to manage the businesses finances effectively, meet accountancy obligations and understand how their business is performing financially.

### Detailed description

Delegates will understand Finance and Accountancy jargon, know what to put in place to ensure effective financial management and be provided with improvement ideas for their organisation.

The workshop is delivered through a "hands on" practical approach, using Case Studies and Templates, so delegates can apply their learning in the workplace with confidence.

### Key Objectives

The importance of Finance, Cost control and ensuring regular Cash Flow  
Financial statements and how to read between the lines  
Establishing and monitoring budgets  
Finance and Accountancy systems  
Management Accounts  
Financial KPI's

# On Site Programmes



## **Being a Completer Finisher (Half Day best run on site)**

Do you have staff who never seem to get things done, or have to bring in help all the time to complete a task? Maybe you need to send them on this short effective course to ensure they have the skills and understanding to apply back at work. Knowing how to be a finisher completer, enables us all to work more efficiently, prioritise tasks, and follow through on projects and activities. This practical workshop provides:

- Tools to help us become more effective
- Recognise & overcome barriers
- Learning good planning techniques & creating a positive attitude towards getting things done.
- Getting organized, giving a positive impression, being in control with less stress
- Work within specified time frames

## **Leadership through Excellence 5 x One day**

Leadership has changed as so too, business and individual team members. There is now a greater need for innovative leadership and management tools.

To be competitive in a commercial world, requires you and your staff to embrace these

challenges and opportunities daily. Top leaders in any organisation lead by example; top performing teams follow and develop their ideas, outperforming their competitors. These innovative and exciting workshops examine in depth, the latest concepts in leadership and team development, such as Neuro Linguistic Programming (NLP), Emotional Intelligence (EI) and behavioural leadership.

This highly interactive and fun course is designed to help you to learn how to:

Massively improve your leadership skills

Leading by example

Learning to recognise behavioural styles, and adapting to them to build instant and lasting rapport

Identifying the key roles in motivating and training staff

Recognising the power and importance of personal motivation

Creating an ideal work environment for you and your staff

Offering feedback on performance and perception and accepting 360 degree feedback on yourself

Understanding and implementing an effective performance management system in your workplace

Creating and maintaining a top performing team

Finding solutions to problems in a creative and effective way

Section One – Defining Leadership and Management

Section Two – Defining Behavioural Styles and their importance in managing others

Section Three – Creating and motivating a high performance team

Section Four – Setting goals and monitoring the result in a motivational way

Section Five – Project management: managing resources, time and team

This programme can be run at a time to suit your business needs.

## **Coaching and Facilitation**

This is a customised course for teams and organisations who want to change, or in the process of change.

Learning how to encourage people to expect and embrace change is key to the success of any organisation. Change requires a healthy openness to team working. Any transition in working practices will be better supported when teams are working well together, and integrating with other teams.

To facilitate this we offer 'team learning' events aimed at increasing the awareness of differences, knowing how to utilise individual strengths, and planning steps in the change process.

The next step is to identify the people who will become the champions of change. We will work closely with you to identify these people and train them in the skills required to help people through the change process.

Your champions will be responsible for filtering the messages throughout the organisation, engaging hearts and minds, developing a creative culture, encouraging ideas, problem solving and utilising talent where it is needed most. They will be responsible for generating team work and creating a culture for continuous improvement.

They will learn:

To recognise thinking and behaviour patterns which determine motivation

To communicate successfully with people at all levels

To recognise the language of disenchantment and deal with it appropriately

To engage people in creativity sessions and harness ideas

To coach people to fulfill their full potential

Brain-storming ideas, having meaningful conversations about creating the future, and feeling proud of their achievements. A well designed change programme will act quickly to connect people at all levels, using plain language not business speak.

## **How can you achieve this?**

Once the champions have been identified and trained via our Leadership programme, the next step is to bring other people on board. It is your people who compete, not your company, and when you value their contribution and engage them in the process of change, then positive results will follow. We will help you design a programme to achieve this; by introducing you to our unique and highly practical change process thereby successfully engaging everyone in the methodology. This process is easily and effectively rolled out to the whole organisation.

The three stage process provides a comprehensive, people and business focused solution to implementing change across your organisation. When you take the time to prepare the way for change, preparing the people and giving them the skills and tools to enact the process, it can be an enjoyable and fulfilling experience. The process can gather real momentum and create change at a faster pace than you ever anticipated.

### **Stage 1**

Team Learning workshops

Run in-house

Content subject to the current state of team working

### **Stage 2**

Champions of Change

Selected champions attend our open Leadership programme to acquire high level facilitation skills

### **Stage 3**

Moment of Change Workshops

Run in-house

Involve people in creating the change

In addition to the above programmes, the Chamber has a wide range of experts for bespoke and tailored programmes. Please do not hesitate to call your local Chamber to discuss your needs in person.

Phone:01244 669988

e-mail: [training@cepnwchamber.org.uk](mailto:training@cepnwchamber.org.uk)



# Health and Safety Courses



## Asbestos Awareness

This course follows the requirements of the Control of Asbestos Regulations 2006, Regulation 10 Information, Instruction and Training and the Approved Code of Practices I24-I29.

Course description;

How asbestos affects your health

Its uses and likely locations

What work you are allowed to do by law

What the law requires you to do

What methods to use and equipment you need to do the job with

How to choose and use your PPE

Recognising and dealing with other hazards

Decontamination of yourself and the work area

Emergency Procedures

Waste Disposal

The course is directed towards;

Tradespeople, Plumbers, Electricians, Joiners, Builders, Roofers, Shop Fitters, Painters and Decorators, Telecommunication Engineers, Maintenance Trades, Demolition Workers, Professionals in the Construction Sector, Facilities Management etc.

## **CIEH Level 1 Award in Food Safety in Catering (half day)**

The new CIEH Level 1 awards in food safety is suitable for a variety of candidates, including new employees with minimal or no prior food safety knowledge, employees handling low-risk or wrapped food, employees working front of house (waiting or check out staff), and employees working back of house (kitchen porters or warehouse staff).

The course covers the following areas;  
Food Safety (food hygiene, hazards, responsibilities)  
Personal Hygiene  
Cleaning  
Contamination

The Award is based upon a 15 multiple choice question examination

## **CIEH Level 2 Award in Food Safety in Catering (full day)**

The CIEH Level 2 Award in Food Safety has been designed to address the food safety and hygiene needs of the catering, manufacturing and retail sectors.

The course covers the following areas;  
Legislation  
Food safety and hygiene hazards  
Temperature control  
Refrigeration, chilling and cold holding  
Cooking, hot holding and reheating  
Food handling  
Principles of safe food storage  
Cleaning  
Food premises and equipment

The course is directed towards all employees involved in the preparation and serving of food to the public.

The Award is based upon a multiple choice examination.

## **CIEH Level 3 Award in Food Safety in Catering (three days)**

Changes in legislation effective from January 2006 have placed greater onus and accountability on anyone in the food business with supervisory responsibility. It is vital they are equipped with both the knowledge and confidence to do their job effectively.

The course covers the following areas;  
Legislation  
Supervisory management  
Temperature control (chilling, cooking)  
Cleaning  
Contamination control

Applying and monitoring good hygiene practices  
Implementing good food safety procedures  
Contributing to the safety training of others

The course is directed to Managers and supervisors in medium and large manufacturing or catering businesses.

The Award is based upon a multiple choice examination

### **CIEH Level 1 Health & Safety in the Work Place (half day)**

The new CIEH Level 1 qualification has been designed to meet the needs of those who are entering the workplace for the first time, either as part of a work experience programme or at the start of employment. The course provides an awareness of key health and safety issues and the part they play in keeping themselves and others free from harm at work. It will also benefit those who are starting a new job – as part of an induction programme.

The course covers the following areas;  
The importance of health and safety in the workplace  
Hazards and risks  
Workplace conditions  
Workplace procedures

The course is directed to all employees.

### **CIEH Level 2 Health & Safety in the Work Place (six hours)**

The CIEH Level 2 Award in Health and Safety in the Workplace can be tailored to business and individual needs to make the learning experience relevant and fit for purpose.

The course covers the following areas;

Legislation  
Health  
Safety  
Welfare  
The workplace and workplace equipment  
Risk assessment  
Manual handling  
Hazardous substances  
Ergonomics and workstation design  
Transport and vehicles  
Noise and vibration

The course is directed to all employees.

The Award is based upon a multiple choice examination

### **Emergency First Aid (EFAW) (one day)**

This course provides a very basic first aid qualification for any person who may have to deal with an emergency situation. The subject matter will allow delegates to fulfill the three prime aims of first aid: to preserve life, to prevent the condition worsening and to promote the casualties recovery.

This course is a component of FAW under the Health and Safety (First Aid) regulations, training is approved by the HSE.

The course covers the following areas;

To provide emergency first aid at work

Assess a situation in order to act safely, promptly and efficiently

Administer Cardiopulmonary resuscitation

Administer first aid on an unconscious casualty

Administer first aid to a choking casualty

Administer first aid to a casualty who is wounded and bleeding

Administer first aid to a casualty suffering from shock

Provide appropriate first aid for minor injuries and thermal injury

Understand the role of an emergency first-aider including; importance of record keeping, equipment and cross infection

### **First Aid at Work (FAW) (three day)**

The First Aid Regulations 1981 require employees to provide sufficient trained first aid personnel for their workplace. This course is intended to provide the necessary training to enable delegates to become the designated “First-Aider at Work”.

The delegates will gain knowledge and understanding, and the confidence and skills to be able to carry out first aid in the workplace.

The course covers the following areas;

To provide emergency first aid at work

Assess a situation in order to act safely, promptly and efficiently

Administer Cardiopulmonary resuscitation

Administer first aid:

On an unconscious casualty

To a choking casualty

To a casualty who is wounded and bleeding

To a casualty suffering from shock

To a casualty with injuries to bones, muscles and joints

To a casualty with thermal injuries and poisoning

To a casualty with chest pains

Provide appropriate first aid for minor injuries and eye injuries

Recognise the presence of major illness and provide appropriate first aid, including; heart attack, stroke, epilepsy, asthma, diabetes.

Understand the role of an emergency first-aider including; importance of record keeping, equipment and cross infection.

### **IOSH Managing Safely (four days)**

Managing safely is for those required to manage safely and effectively in compliance with both their organisation's policy and best practice in Health and Safety. Managing Safely comprises seven core modules requiring a total direct input period of at least 24 hours plus assessment

time. The delivery can be spread over a convenient time span, with a requirement of 24 hours contact time.

One organisation-specific module may be added if required.

The course covers the following areas;

Safety management

Reactive monitoring

Risk assessment and risk control

Active monitoring

Review and audit

Health and safety legislation

Hazards – general

Organisation specific option

Programme content is designed to be tailored to meet individual organisation requirements

Type of Certificate: 3 years recommended refresher or update. Maximum persons per course is 12.

### **IOSH Working Safely (one day)**

Working safely is directed to staff from any sector with no supervisory or managerial responsibility. It provides grounding in the essentials of health and safety – everyone at work should have an understanding of why they must ‘work safely’.

Working safely introduces a completely new approach to health and safety training and offers all the basics in a high impact interactive package.

The course covers the following modules;

Module 1 – Introducing working safely

Module 2 – Defining hazard and risk

Module 3 – Identifying common hazards

Module 4 - Improving safety performance

Module 5 – Protecting our environment

Course Duration: 6.5 hours contact time

### **Manual Handling (half day)**

Most workplaces still involve a considerable amount of lifting and moving. Loads that need to be lifted or moved can often be heavy, awkward, repetitive or even dangerous.

The course is suitable for people who are involved in manual handling. It would also be suitable for those who act in a supervisory or management role and need to be aware of their responsibilities in relation to manual handling operations.

The course covers the following areas;

Explain what is meant by the term ‘manual handling’

Understand the implications of lifting and moving loads

List the causes of manual handling injuries.

Understand and conduct a basic risk assessment for manual handling.

Demonstrate the kinetic method of safe lifting.

Course Duration: 3.25 hours contact time

**The Certificate of Attendance is valid 3 years. Max persons per course is 12.**

Additional courses – please ask us for details

\*Chartered Institute of Environmental Health

CIEH\* Level 2 Award in Health and Safety in the Workplace

CIEH\* Level 2 Award in Fire Safety

Working Safely With Solvents

Working Safely With Ladders (HSE guidelines INDG402)

CIEH\* Level 2 Award in Principles Of COSHH

(Control Of Substances Hazardous To Health)

CIEH\* Level 2 Award in Environmental Principles and Best Practice

CIEH\* Level 2 Award in Principles Of Manual Handling

IOSH\* Managing Safely

# Information Technology (IT) Courses



## **European Computer Driving License (ECDL)**

ECDL is a pan European qualification which certifies the holder has knowledge of the basic concepts of IT, and is able to use a personal computer and common computer applications to a basic level of competence. There are seven modules which make up the qualification of ECDL, during which delegates will learn a number of skills and be able to pass either a theoretical or practical test by the end of the course.

### **Module 1 - Security for IT Users - 1 Day Course**

Skills include:

- System Performance Security
- Information Security
- Technology Security
- Guidelines and Procedures
- Data Security

### **Module 2 - Using the Computer and Managing Files - 2 Days Course**

Skills include:

- Operate effectively the desktop environment
- Manage and organise files and folders
- Know how to copy, paste and delete files/folders
- Work with desktop icons and windows
- Use editing tools and print management tools

## Module 3 - Word Processing - 2 Day Course

Skills include:

- Create, format and finish a document ready for printing
- Create standard tables
- Create mail merge documents
- Use pictures and images within a document
- Import objects into a document

## Module 4 - Spreadsheets - 2 Day Course

Skills include:

- Develop, format and use a basic spreadsheet
- Accomplish standard mathematical and logical operations using basic functions and formulas
- Create graphs
- Import Objects

## Module 5 - Database - 2 Day Course

Skills include:

- Understanding of basic concepts of databases
- Ability to use a database on a PC
- Design and plan a simple database
- Use queries to retrieve data
- Create and modify reports

## Module 6 - Presentation - 1 Day Course

Skills include:

- Create and format a presentation
- Prepare a presentation for distribution and display
- Create different presentations for target audiences and situations
- Create graphic effects and charts
- Use various slide show effects

## Module 7 - Web Browsing and Communication - 1 Day Course

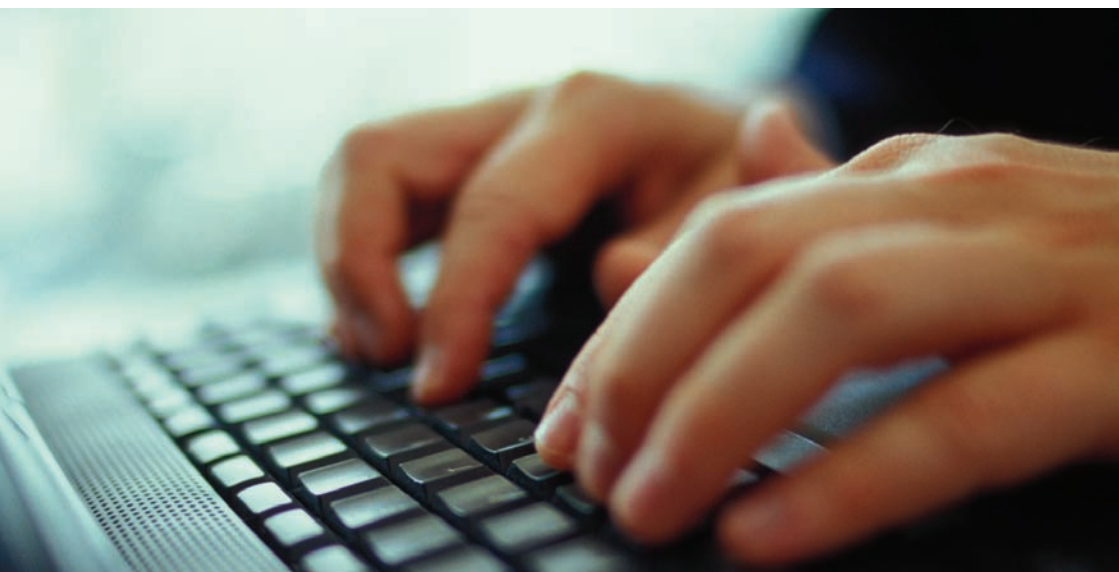
Skills include:

- Using a web browser
- Use available search engines and bookmark results
- Print web pages and search reports
- Use Electronic Mail to send and receive messages
- Attach documents or files to messages
- Organise and manage message folders

## IT Specific Skill Courses

Excel 2007	Advanced	Access	Intermediate
Access XP	Advanced	Access	Introductory
Word XP	Intermediate	MOS Excel Core	Core with Exam (2 days)
Outlook 2007	Introductory	MOS Excel Expert	Expert with Exam (2 days)
HTML	Introductory	Access 2007	Advanced
Excel XP	Intermediate	Outlook	Introductory
Outlook	Advanced	Excel	Introductory
HTML	Advanced	Flash CS4	Introductory
Excel 2007	Advanced	Crystal Reports	Introductory
Visual Basic	Introductory (2 days)	Word	Intermediate
Fireworks CS4	Introductory (2 days)	Flash CS4	Advanced
Fireworks CS4	Advanced	Crystal Reports	Advanced
Word	Introductory	Outlook 2007	Advanced

# Export and Import Courses and Consultancy



## Import Essentials

This one day seminar is designed to ensure that new and established importers are able bring their goods into the UK both meeting the legal requirements demanded by Government departments - and also ensuring that they are imported in a cost effective manner.

The programme is supported by up-to-date notes and supporting information

By the end of the programme delegates will be aware of all of the important steps they must take to avoid both legal problems and unnecessary costs when importing goods on behalf of their organisation.

## Export Documentation Training

Delegates will learn about the important documents used in international transactions. The seminar takes a practical approach to why and when documents are needed with instructions on how to complete them correctly.

## Letters Of Credit

Staff working in export administration, sales and finance need to have an in-depth and PRACTICAL working KNOWLEDGE of the procedures required to ensure payment for goods under a letter of credit.

This course is designed to make attendees aware of the pitfalls that hold up and prevent payment.

# Meet the team...



Helen Smith



David Kerr



Kate Julian



Keith Whittle



Lyndsey Van der Westhuizen



Jo Clancy



Jim Yates



Nikki Tate



Philippa Watts



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